

TOYOTA GENUINE

# ACCIDENT REPAIR GUIDE



What to do if you have an accident.

KEEP THE FEELING!



PARTS, SERVICE & ACCESSORIES

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KEEP THE FEELING!



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## A CRASH COURSE IN GETTING YOUR TOYOTA REPAIRED PROPERLY

Being involved in a car accident (even a minor scrape) is an unnerving experience. However, dealing with the consequences, and getting your car repaired properly can be an even bigger headache. That's why Toyota has put together this simple guide - to help you get the best quality repairs with the minimum of fuss.

### UNDERSTANDING YOUR INSURANCE.

Welcome to the world of 'fine print'. It's only when you have to make a claim that you discover, with car insurance, like everything else in life, you only 'get what you pay for'. The cheapest premium may also mean the insurer may insist on any repairs being done as cheaply as possible. That could mean using non-genuine parts which may be of inferior quality, or not Australian Design Rule compliant, or even recycled parts. This is exactly why reading the fine print is vital. So phone your insurer or agent and make absolutely sure your policy states that new genuine parts will be used to return your vehicle to a condition which meets Australian Design Rules ("ADR") compliance.

### UNDERSTANDING YOUR REPAIRER.

Your insurance company may suggest 'preferred' smash repairers, but you should always have the final say in who fixes your vehicle. If you're unsure of where to go, ask your Toyota dealer for their local recommendations on top quality repairers with a reputation for using genuine parts. Once you've selected a repairer, the next step is understanding what is covered in the quote/estimate. Quotes are full of technical jargon so go through it carefully with the repairer or your insurance assessor to make sure genuine parts are covered.



If you don't want any old parts used on your car, CHECK NOW to make sure your Insurance Policy stipulates new genuine replacement parts are to be used in repairs, and that you may choose the repairer you want.

## CRASH PARTS

Crash parts include anything that needs replacing after an accident – the metal panels, glass, guards, plastic mouldings and lights. These are all called 'Crash Parts' by the trade.

### Crash Parts can be divided into three types:

**TOYOTA GENUINE.** These are parts manufactured by Toyota, and are exactly the same finish, fit, structural integrity, and safety technology as those used in every new Toyota. They also come with a full Toyota Warranty.

**COPY CRASH PARTS.** These are often cheaper copies of genuine parts or panels. Usually manufactured in developing countries, they may maintain their cheapness by cutting corners in the production process. The metal may be thinner or of poorer quality, the fit and finish may be rougher, and most importantly, they may not adhere to Australian Design Rules. The use of these parts may affect some aspects of your vehicle's warranty.

**2nd HAND / 'RECYCLED' PARTS.** Whilst parts may be of a genuine Toyota parts origin, you know nothing about their history. They may have been salvaged from vehicles which may have been so badly damaged they have been written off. Obviously, quality may be compromised from such sourcing, so you need to be extra vigilant if your car is being fitted with 'recycled' parts.

## UNDERSTANDING THE BIG SAFETY RISKS

By far the biggest concern with non-genuine parts is the impact they may have on the safety features of your car. Toyota's GOA (Global Outstanding Assessment) system aims to meet or exceed the most stringent safety standards in the world.

Millions of dollars are invested each year in crash testing and safety technology design. Every Toyota benefits from this commitment in ways you'd never be aware of... until you're involved in an accident. For example, every Toyota body and chassis features a myriad of tiny folds, indentations and ripples in the metal. You'd never notice them, but they are the 'fold lines' which form the energy absorbing crumple zones which reduce the impact substantially before it reaches the cabin. Non-genuine parts makers may skip these features to save on production costs.

**For your peace of mind, make absolutely certain  
only Toyota Genuine Parts are fitted.**

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## WHAT TO DO AT THE ACCIDENT SCENE.

- Check that you, your passengers and those in other accident vehicles are not injured. If there are injuries call an Ambulance (000).
- Turn off the ignitions of all vehicles as a fire precaution. If there is a fire, call the Fire Brigade and Police (000).
- Call the police if there are any injuries, or there is major damage and the vehicles are undriveable.
- If vehicles are driveable, park in a safe location to exchange details. If not, activate warning lights (if workable) and wait in a safe place until police arrive.
- Complete Accident Details Report, Other Driver's Details and Insurance Request Form and provide a copy to your insurer.

## ACCIDENT DETAILS REPORT

Fill in this form as soon as possible after your accident as it will help you accurately recall the details when asked by your insurance assessor.

Date of Accident: .....

Time: .....

Location: .....

Road Conditions:

Dry       Wet       Other

Details: .....

Weather Conditions:

Dry       Wet       Foggy       Other

Details: .....

Light Conditions:

Excellent       Good       Dull       Night       Other

Details: .....

What signal was given by the other driver?:

Details: .....

What signal was given by you?:

Details: .....

Your estimated speed: ..... kph

Speed limit: ..... kph

Other driver's estimated speed ..... kph

Estimated distance that you first saw the other vehicle ..... metres

Accident details: .....

Is your car driveable?  Yes     No

Detail of damage to your vehicle: .....

Draw an accident diagram in the space below

Symbols:

Your vehicle       Other vehicle      ☺ People      ★ Point of Impact  
➔ Use to show direction

## IMPORTANT INFORMATION

### OTHER DRIVER'S DETAILS

Don't stress or panic if you've had an accident. Just use this form to gather the relevant details from the other driver to make it easier when making a claim to your insurance company.

Other driver's name:

Other driver's address:

Postcode:

State:

Other driver's phone number: (Home)

(Work)

Other driver's licence number:

Other driver's make and model of vehicle:

Other driver's registration number:

Other driver's insurance company:

Details of accident:

### SERIOUS ACCIDENT INFORMATION SHEET

Name of Towing Company:

Address:

Police Officer's name:

Badge number:

Station:

Phone:

Witness' name:

Phone:

Witness' name:

Phone:

## INSURANCE REQUEST FORM:

### TOYOTA GENUINE PARTS

Toyota recommends that you insist only new Toyota Genuine Parts are fitted to your Toyota by submitting this form to your insurer/assessor.

Dear Insurance Assessor,

Could you please ensure that only new Toyota Genuine Parts are fitted to my Toyota.

Thank You.

Name:

Address:

Postcode:

Phone: (Home)

(Work)

(Mob)

(Fax)

Date of Accident:

Vehicle:

Registration Number:

Insurer:

Policy Number:

Signature:

Date: