



 TOYOTA

COLLISION REPAIR GUIDE



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.



A CRASH COURSE IN GETTING YOUR TOYOTA REPAIRED PROPERLY



YOU GET WHAT YOU ASK FOR

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. This is exactly why reading the fine print is vital. So phone your insurer or agent and make absolutely sure your policy states that Toyota Genuine Parts will be used to return your vehicle to a condition which meets New Zealand compliance rules.

CHECK NOW!



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

TOYOTA VEHICLE INSURANCE

Did you know that Toyota offer Toyota Vehicle Insurance (TVI)? TVI guarantees that Toyota Genuine Parts will be fitted to your vehicle as well as coming with other great benefits. Contact us to obtain a competitive quote on 0800 QUOTE ME (786 8363).

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 recommended body and paint repairer who provide top quality repairs with a reputation for using Toyota 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 Toyota Genuine Parts are covered.



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R E C F D

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 FOUR TYPES:

Toyota Genuine Parts

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.

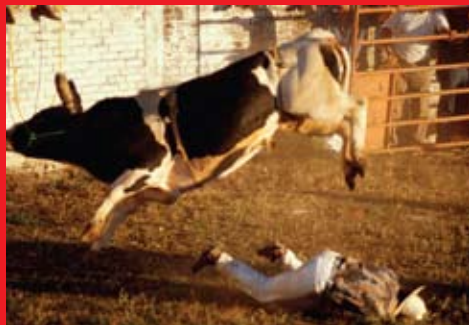
Copy Crash Parts

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 New Zealand compliance rules. The use of these parts may affect some aspects of your vehicle's warranty.

Second Hand

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 'second hand' parts.

UNDERSTANDING THE BIG SAFETY RISKS



Ensure you are using Toyota Genuine Parts as the biggest concern with non-genuine parts is the impact they may have on the safety features of your car. Always replace air bags, air bag sensors and seat belt pretensioners with new parts. Even in a minor collision when the air bag does not deploy the air bag and sensor should be inspected for safety precautions. 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.**

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 (111).
- Turn off the ignitions of all vehicles as a fire precaution. If there is a fire, call the Fire Brigade and Police (111).
- 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 hazard 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:	<table border="1"><tr><td> </td><td> </td><td> </td></tr></table>				
TIME:	<table border="1"><tr><td> </td><td>:</td><td> </td><td>AM PM</td></tr></table>		:		AM PM
	:		AM PM		
LOCATION:	<table border="1"><tr><td> </td></tr></table>				
	<table border="1"><tr><td> </td></tr></table>				
ROAD CONDITIONS: <small>(Please tick appropriate box)</small>	<input type="checkbox"/> Dry <input type="checkbox"/> Wet <input type="checkbox"/> Other				
Details:	<table border="1"><tr><td> </td></tr></table>				
	<table border="1"><tr><td> </td></tr></table>				
WEATHER CONDITIONS: <small>(Please tick appropriate box)</small>	<input type="checkbox"/> Dry <input type="checkbox"/> Wet <input type="checkbox"/> Foggy <input type="checkbox"/> Other				
Details:	<table border="1"><tr><td> </td></tr></table>				
	<table border="1"><tr><td> </td></tr></table>				
LIGHT CONDITIONS: <small>(Please tick appropriate box)</small>	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Dull <input type="checkbox"/> Night <input type="checkbox"/> Other				
Details:	<table border="1"><tr><td> </td></tr></table>				
	<table border="1"><tr><td> </td></tr></table>				
WHAT SIGNAL WAS GIVEN BY THE OTHER DRIVER?:	<table border="1"><tr><td> </td></tr></table>				
Details:	<table border="1"><tr><td> </td></tr></table>				
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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:

(Please tick appropriate box)

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:

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 Toyota Genuine Parts are fitted to your Toyota by submitting this form to your insurer/assessor.

Dear Insurance Assessor,

Could you please ensure that **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:

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