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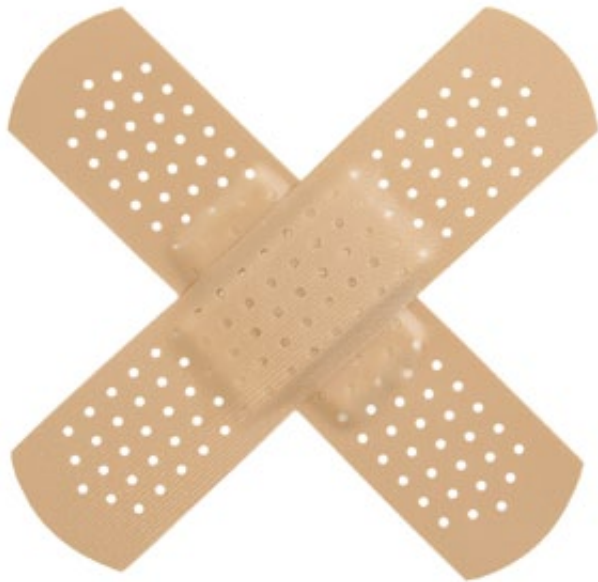
ACCIDENT REPAIR GUIDE



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WE'RE WITH YOU ALL THE WAY

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.



INCLUDED IN THIS BROCHURE:

- Information on insurance and your right to choose a repairer in the event of an accident.
- Information on the safety risks associated with the use of non-genuine parts.
- Tips on how to avoid an accident.
- A **Step-by-step Guide** on what to do at the scene of an accident.
- A **Vehicle Details Page** to record all of the important information you may need in the event of an accident. We recommend you fill the form in now so that you have all your information ready in the event of an accident.
- An **Accident Information Form** to collect the other driver's details and any other information in the event of a serious accident.
- An **Accident Details Report** for collecting important information at the scene of an accident.
- An **Insurance Parts Request Form** to help you have your Toyota repaired using Toyota Genuine Parts and Accessories direct from a Toyota Dealer.

We hope that, equipped with this information, you will be able to avoid some of the anguish associated with what can be an extremely stressful situation.



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 will insist on any repairs being done as cheaply as possible. That could mean using counterfeit parts or even recycled parts that may be of inferior quality, not meet Toyota's high standards, and are not Australian Design Rules compliant. This is exactly why reading the fine print is vital. **So phone your insurer or agent now** and make absolutely sure your policy states that they will ensure the safety, structural integrity, presentation and utility of the vehicle are restored using manufacturer's technical specifications and Toyota Parts and Accessories from a Toyota Dealer, which will return your vehicle to a pre-accident condition that meets Australian Design Rules compliance.

IT'S YOUR DECISION

Your insurance company may suggest network 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 Toyota repair methods and Toyota Genuine Parts and Accessories. Once you've selected a repairer that uses Toyota Genuine Parts and Accessories purchased from an authorised Toyota Dealer, the next step is to understand 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 and Accessories and repair methods are covered.



DON'T RISK THE SAFETY OF YOURSELF OR YOUR PASSENGERS, INSIST ON GENUINE

Your Toyota has been engineered and manufactured 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 so that you can relax safe in the knowledge that you're in safe hands. But often, copy, second-hand or 'recycled' parts and accessories are used in the repair of damaged vehicles without the owner's knowledge. This could compromise the safety of your Toyota as these parts and accessories may be made of poor quality materials, fit incorrectly, or not adhere to Australian Design Rules. Therefore it is essential that you insist on the use of Toyota Genuine Parts and Accessories purchased from an authorised Toyota Dealer for any repairs.

WITH TOYOTA GENUINE PARTS AND ACCESSORIES YOU'RE IN SAFE HANDS BECAUSE:

- They are engineered to original manufacturer's specifications for maximum performance, longevity and fit
- They carry a 12 month Toyota warranty for extra peace of mind on their quality and reliability
- They are model specific, so you can rest assured your vehicle isn't being fitted with 'one size fits all' parts and accessories, as is the case with some non-genuine parts

You bought your Toyota for its quality, durability and reliability. Ensure it remains this way by insisting on Toyota Genuine Parts and Accessories only from your Toyota Dealer.





WHAT YOU CAN DO TO STAY OUT OF TROUBLE

Often there are factors outside our control that contribute to an accident. But there are a few things you can do to help ensure your driving experience is incident free:

- Check all mirrors are correctly positioned when entering the car
- Check tyre pressure (when cold) and tread
- Check that all lights and indicators are working
- Ensure all passengers are wearing seat belts
- Avoid driving when fatigued or under the influence of substances that may hinder your driving ability
- Avoid driving with loud music or other distractions inside the car
- Never drive while operating a mobile phone
- Never perform illegal activities while driving
- Adhere to all traffic signals

STAYING IN CONTROL AT THE SCENE OF AN ACCIDENT



- 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 any real or property damage, or the vehicles are undrivable and/or need to be towed away.
- If the vehicles are driveable, park in a safe location to exchange details. If not, activate warning lights (if workable) and wait in a safe place off the roadway until police arrive.
- Complete the Accident Details Report, Important Information Form and Insurance Parts Request Form and provide a copy to your insurer.

The most important thing to remember is to remain calm. Accidents can be a highly stressful situation for all parties involved so try to stay calm and level-headed to ensure that all the required information is collected on the Accident Details Report and any injuries or dangerous situations are tended to safely.

^If unable to contact emergency services on 000 on mobile phones, try dialling 112 which may connect to emergency services in certain areas on certain mobile phones. Please note that 112 does not work from landline phones.

PREFERRED SMASH REPAIRER

You may already have a preferred smash repairer that you have used in the past. Fill out that smash repairer's details here to ensure that your vehicle can be towed straight there in the event of an accident.

Smash repairer's name: _____

Address: _____

Phone: _____

EMERGENCY CONTACT

It is good to keep handy details of an emergency contact in the event that you are injured in an accident.

Name: _____

Address: _____

Phone: (Home) _____

(Work) _____ (Mob) _____

In an emergency, dial 000[^] for Police, Ambulance and Fire services.

[^]If unable to contact emergency services on 000 on mobile phones, try dialling 112 which may connect to emergency services in certain areas on certain mobile phones. Please note that 112 does not work from landline phones.

ACCIDENT INFORMATION FORM

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) _____ (Mob) _____

Other driver's license number: _____

Model of other driver's vehicle: _____

Make of other driver's vehicle: _____

Other driver's registration number: _____

Other driver's insurance company: _____

SERIOUS ACCIDENT INFORMATION SHEET

Name of towing company: _____

Address: _____

_____ Postcode: _____ State: _____

Police Officer's name: _____

Badge number: _____

Station: _____

Phone: _____

Witness name: _____

Phone: _____

Witness name: _____

Phone: _____

Witness name: _____

Phone: _____

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

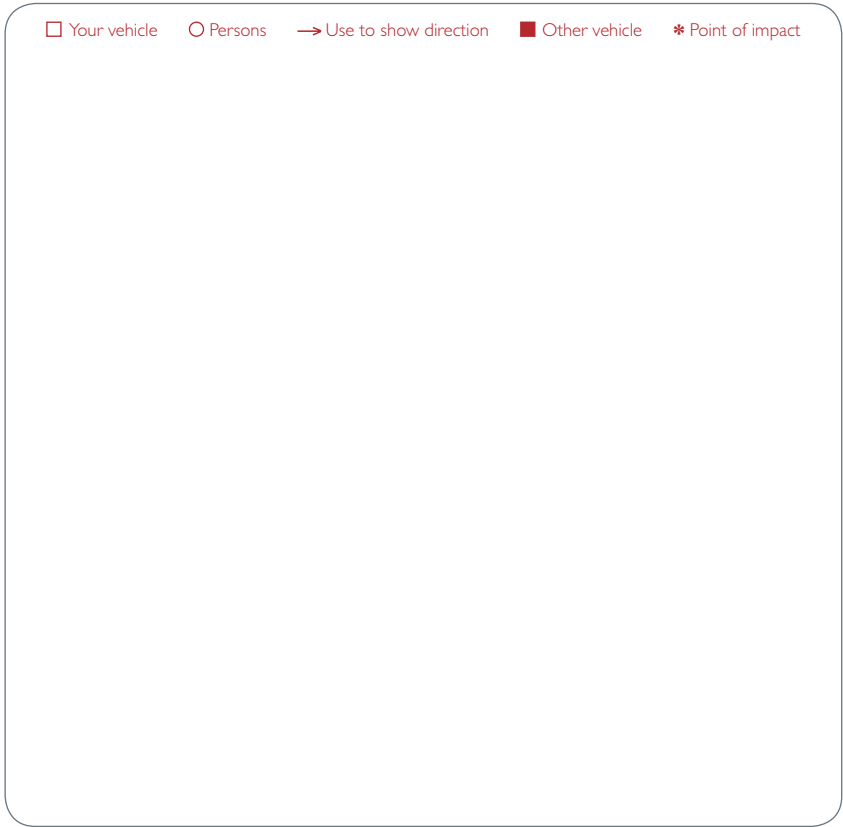
Details of damage to your vehicle: _____

Draw an accident diagram in the space below.

- Show the position of all vehicles/people involved (include witnesses)
- Use arrows to indicate direction of travel (all vehicles involved)

Hint: Rather than estimating, pace off distances between vehicles, landmarks, etc.

Your vehicle Persons \rightarrow Use to show direction Other vehicle * Point of impact



INSURANCE PARTS REQUEST FORM

TOYOTA GENUINE PARTS REQUEST FORM

Please provide a copy to your insurance company at time of assessment.

Dear Insurance Assessor,

When assessing and repairing my Toyota, please ensure that only new Toyota Genuine Parts and Accessories are used.

If unable to do so, please provide me with an explanation before starting work on my vehicle.

Thank you.

Name: _____

Address: _____

_____ Postcode: _____ State: _____

Phone: (Home) _____

(Work) _____ (Mob) _____

Date of accident: _____

Model of vehicle: _____

Make of vehicle: _____

Registration number: _____

Insurer: _____

Policy number: _____

Signature: _____ Date: _____

