



THE PURSUIT OF PERFECTION



ACCIDENT REPAIR GUIDE

WHAT TO DO IN THE EVENT OF AN ACCIDENT

GETTING YOUR LEXUS REPAIRED PROPERLY

Being involved in a car accident is often an unnerving experience. Dealing with the consequences after the accident and getting your car repaired properly can be an even bigger headache. That's why Lexus has put together this simple guide – to help you get the best quality repairs with a minimum of fuss.

LEXUS APPROVED BODY AND PAINT REPAIRERS.

Your insurance company may suggest their own “preferred” smash repairers. However these may not necessarily have the expertise to repair your Lexus to factory standards. That's why Lexus Australia have a select range of Lexus Approved Body and Paint Repairers. These repairers have been hand-picked by Lexus Australia due to their commitment to Lexus quality and customer service. They must meet a comprehensive set of standards which are assessed each year. Training in each Lexus model is supplied to their staff by Lexus factory technicians to ensure the repair methods used on your car will return your Lexus to pre-accident condition. A full list of these repairers can be found on the back of this booklet.

THINGS YOU SHOULD KNOW ABOUT MOTOR VEHICLE INSURANCE

As an astute Lexus owner, you are probably well aware that not all of the motor vehicles available for sale today offer the same levels of quality and overall integrity that you will find in your car. The same can also be said for the providers of motor vehicle insurance.

It is important to be aware of what your insurance policy stipulates. The cheapest insurance premium also means that the insurer may insist on any repairs being done as cheaply as possible.

While most give the appearance of providing you with a high level of customer care and support, unfortunately not all live up to this expectation and as a result, a poor choice of insurer may leave you in a position where you are disadvantaged.

Did you know that a number of major insurers reserve the right to direct repairs to their preferred repairer irrespective of their expertise in Lexus repairs?

Did you know that a number of insurers may direct their preferred repairer to replace the damaged parts on your car with copy crash parts or even second hand/recycled parts that have been salvaged from previously wrecked vehicles? Make sure that your insurance policy states that your Lexus will be repaired with genuine parts.

Are you aware whether your insurer has the right to deny your wish to have your car taken to the repairer of your choice?

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:

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

COPY CRASH PARTS. These are usually 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, in certain circumstances, affect some aspects of your vehicle's warranty.

SECOND HAND/'RECYCLED' PARTS. Whilst parts are of a genuine Lexus origin, these are parts salvaged from vehicles which may have been so badly damaged they have been written off. Obviously, quality may be compromised when sourced from wrecked vehicles, 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. Lexus' Safety Policies 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 single Lexus benefits from this commitment in ways you'd never be aware of ... until you're involved in an accident. For example, every Lexus 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 Lexus 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 (000).
- Turn off the ignitions of all vehicles as a fire precaution.
- 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 driveable, activate vehicle warning lights, raise bonnet and/or boot (if possible) to alert other drivers. Exchange driver details in a safe location and wait there 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:

SERIOUS ACCIDENT INFORMATION SHEET

Name of Towing Company:

Address:

Police Officer's name:

Badge number:

Station:

Phone:

Witness' name:

Phone:

Witness' name:

Phone:

Lexus Dealer name:

Lexus Dealer phone:

INSURANCE QUALITY STANDARD REQUEST FORM

LEXUS APPROVED REPAIRERS AND GENUINE PARTS

Lexus recommends that you ensure only new Lexus Genuine Parts are fitted to your Lexus by a Lexus Approved Body and Paint Repairer. Submit this form to your insurer/assessor.

Dear Insurance Assessor,

Please ensure that only new Lexus Genuine Parts are fitted to my Lexus. Please also ensure that my Lexus is repaired only by a Lexus Approved Body and Paint Repairer, as listed over page.

Thank You.

Name:

Address:

Postcode:

Phone: (Home)

(Work)

(Mob)

(Fax)

Date of Accident:

Vehicle:

Registration Number:

Insurer:

Policy Number:

Signature:

Date:



For a comprehensive list of Lexus Approved Body and Paint Repairers, please go to
lexus.com.au/service/bodypaint

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