



# Hyundai Accident Guide



Disclaimer: This guide is not intended to take the place of any advice or assistance by emergency assistance professionals. This guide is provided on a general basis and may not apply to all accident situations. Hyundai Motors New Zealand Ltd. will not be responsible or liable for any loss, damage, expense, cost or claim suffered or arising from the advice and content of this guide.

Unfortunately, each year, thousands of New Zealand motorists are involved in car accidents, many of whom are unsure of the proper steps to follow at the scene of the accident.

To prevent this happening to you, we at Hyundai New Zealand have prepared this accident guide. This easy-to-use information guide will take you through the steps of what to do after an accident and how to deal with the repair of the vehicle.

*If you are involved in a car accident,  
keep calm and follow these steps:*

### **Step 1: What to do at the scene of an accident.**

- 1. Assess the accident scene.** Stop immediately. Use indicator lights, headlights or hazard lights to warn other drivers. Clear the road of debris.
- 2. Check for injured people.** In the case where a person/s is injured and there is major damage to the car, call emergency services (111) for medical and police assistance.
- 3. Check the vehicle is in driving condition.** If so move the car to a safe location to exchange details. If the vehicle is not in a drivable condition or cannot be moved safely, step away from the car and activate hazard lights. If possible, send some one to warn oncoming drivers and wait in a safe place until police arrive.
- 4. Check the ignition is turned off before leaving the car** and all other vehicle's involved have the ignition turned off as a fire precaution. In case of fire, contact emergency services (111) for fire department and police assistance.
- 5. Exchange contact details with the other vehicle/s.** When exchanging details use the attached Detail Report. This will make sure you have all the correct information needed. If there is any dispute in obtaining contact details with person/s involved contact (111) for the police.

## **Step 2: Know what your insurance covers.**

Before reporting your accident to the insurance company, check what your car insurance covers. The whole insurance process will be easier if you know the details of your coverage.

The amount of money your insurance company will spend on repairing your car depends on your policy. Some insurers prefer to use cheaper non-genuine parts, a choice which could lead to inferior parts being fitted to your car. Why compromise? As a Hyundai owner, your insurance company should make all repair options clear especially concerning the quality of the replacement parts.

## **Step 3: Insist on Genuine Parts.**

Once your policy options are established, the process of returning your car to its original condition starts. For quality, fit and safety, insist on **Hyundai Genuine Parts**. Check whether your policy states your car will be returned to 'pre-collision' condition, including the use of Hyundai Genuine Parts.

## **Step 4: Choose a repairer.**

The next step is to decide on a qualified repairer to fix your vehicle. It is always best to go to a repairer with a good reputation. If you need recommendations, ask your Hyundai Genuine Parts repairer located near you or visit [www.hyundai.co.nz](http://www.hyundai.co.nz).

## **Step 5: Work out the cost estimate.**

Now the repairer is selected, a quote estimate will be offered. Run through the estimate with your repairer to clarify what is included in the repairs and what parts will be installed in your vehicle. Remember, insist on **Hyundai Genuine Parts**. This will ensure that your car will be repaired to its original condition.

## **Step 6: Select your replacement parts.**

There are three types of replacement parts which can be fitted in your vehicle. These are Hyundai Genuine Parts, imitation parts, or second hand parts.

### **Hyundai Genuine Parts**

There is no substitute for **Hyundai Genuine Parts**. Specifically designed and tested to meet manufacturers guidelines, all **Hyundai Genuine Parts** are made to the highest quality.

### **Imitation Parts**

Imitation parts are cheaper versions of genuine parts manufactured to be as inexpensive as possible. Fitting such low-quality parts to your Hyundai lifestyle vehicle could affect the warranty of your vehicle. Imitation parts are not manufactured under as stringent standards as genuine parts.

## **Second Hand Parts**

Second hand parts are obtained from other vehicles. Although second hand parts may be Hyundai Genuine Parts, they could be damaged from previous use and may jeopardise the quality of your vehicle.

**Hyundai Genuine Parts** prove to be an investment for your car. Second hand buyers hold preferences to vehicles with genuine parts, as these parts are designed specifically for your Hyundai. Even one non-genuine part could reduce the resale value of your vehicle.

Non-genuine parts will not only hamper the quality of your car, they may affect other parts and cause more problems, leading to more repairs, or worse, more accidents.

**So make sure that when getting your car repaired, you insist on Hyundai Genuine Parts. Fill out the Hyundai Genuine Parts request form on the last page of this booklet and return it to your insurance company assessor.**

*Insist on **Hyundai Genuine Parts** and rest assured your car will be back on the road in its original condition.*



# Accident Detail Report

Other driver's details:

Name: \_\_\_\_\_ (Verify with licence)

\_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ City: \_\_\_\_\_ Postcode: \_\_\_\_\_

Birth Date: \_\_\_\_\_

Phone number: (H) \_\_\_\_\_

(W) \_\_\_\_\_

(M) \_\_\_\_\_

Licence number: \_\_\_\_\_ (Verify with licence)

Vehicle make/model: \_\_\_\_\_

Registration number: \_\_\_\_\_

Insurance company: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Accident details:

Date of accident: \_\_\_\_\_

Time: \_\_\_\_\_ am/pm: \_\_\_\_\_

Location: \_\_\_\_\_

Road conditions: \_\_\_\_\_

Dry       Wet       Other

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Weather conditions: \_\_\_\_\_

Fine       Wet       Foggy       Other

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Light conditions: \_\_\_\_\_

Excellent       Good       Dull       Night       Other

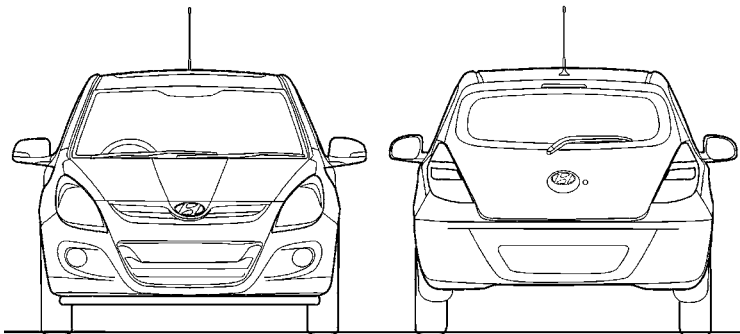
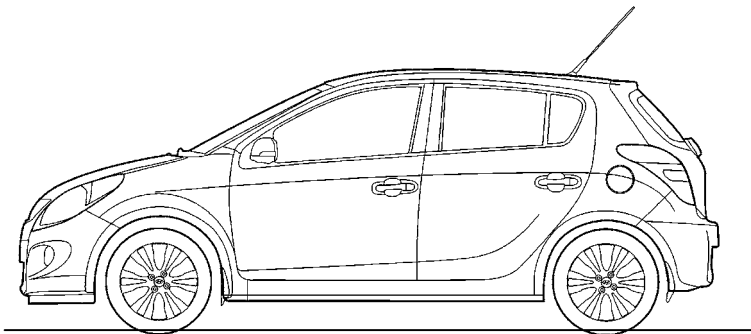
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Accident details:

Is/was your car in driving condition?:  Yes  No

Detail of damage to your vehicle: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please mark below where your vehicle was damaged



Serious accident details (if applicable):

Tow-truck company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ City: \_\_\_\_\_ Postcode: \_\_\_\_\_

Police officer's name: \_\_\_\_\_

Badge number: \_\_\_\_\_

Station: \_\_\_\_\_

Phone number: \_\_\_\_\_

Witness name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Witness name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Notes: \_\_\_\_\_

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