

what to do in the event of an accident

1. Stay calm, ring us on 0800 521 728

2. Do not get involved in an argument and do not admit liability

3. Exchange contact details including

Driver Name _____

Address _____

Contact Number(s) _____

Vehicle Registration _____

Insurance Company _____

Policy Number _____

4. Names and contact details of any witnesses to the accident

5. Make a sketch of the scene or take photos

6. Record any damage on your car using the photographs on the previous page

Your local Honda Approved Body Repair Centre (Honda Dealer)

Name _____

Address _____

Telephone _____

Your Insurance details

Company Name _____

Policy Number _____

honda happiness

**accident
management**

0800 521 728

Put this number into your mobile phone, carry the card in your wallet or purse and leave the booklet in your glovebox.

how we can help?

Sadly, we can't turn back the clock but we can make sure your Honda is repaired the way that you - and Honda - would want it to be.



At Honda we understand that sometimes the stress and worry of an accident can continue long after the actual event. That's why we offer two services that can be reached by one quick phone call.

Honda Accident Management and Honda Approved Body Repair Centres take care of everything; from transporting your car and dealing with insurance companies to providing the very best possible repairs for your vehicle.

To put it simply, **call 0800 521 728** and have us there for you, 24 hours a day, seven days a week, 365 days a year.

who better to look after your Honda?



Honda Approved Body Repair Centres

Did you know that you can choose who repairs your car after an accident? Even if your insurance company recommends or suggests a repairer, you don't have to use them.

Many insurance companies may send your Honda to one of their own network of bodyshops. Why? Because they could try to reduce the cost of the repair by using non-genuine parts, body panels and non-approved paint. Good news for them but bad news for you and your Honda. The important thing to remember is that it's your choice.

So remember this. Honda Approved Body Repair Centres provide full assistance from roadside recovery to high-quality finished repair. More importantly, Honda Approved Body Repair Centres understand Honda repair techniques and use only original Honda genuine parts, genuine panels and approved paint. Therefore your mechanical, paint and anti-corrosion warranty will not be affected. You can insist on having your Honda repaired properly. It's why you pay your premiums.

What is a Honda Approved Body Repair Centre?

In simple terms, a "Honda Approved Body Repair Centre" is a Honda Dealership that has access to a body & paint repair facility (bodyshop) which meets Honda standards. Even if they don't have a bodyshop on site, they will have access to one which does. This means that your local or chosen Honda Approved Body Repair Centre will deal with your enquiry from start to finish.

why you should insist on a Honda Approved Body Repair Centre?



We will repair your Honda quickly, efficiently, correctly and without affecting your warranty. Here's how:

Only genuine Honda body panels are used.

This means that your vehicle will maintain the same safety standards it had when it was built at the factory.

Only genuine Honda parts are used.

So they fit correctly and come complete with all the necessary fitting kits and components, which will not affect the mechanical warranty of your vehicle.

Only Honda approved paint is used.

This keeps your paint and anti-corrosion warranty intact and gives you complete peace of mind.

All work is guaranteed for 3 years with a transferable written guarantee.

So the value of your car is protected should you ever wish to sell it.

Honda Approved Body Repair Centres use Honda information and repair techniques.

They use special tools and diagnostic equipment to ensure that accident damage is repaired correctly, as well as testing and re-setting the vehicles electronic safety equipment, including impact sensors, airbags and seatbelt pre-tensioners.

Only Honda Approved Body Repair Centres are specifically trained on how to deal with the repair from start to finish.

Giving you complete Honda Happiness every step of the way.

Let Honda Accident Management take care of you

If your Honda is still within its three year manufacturer's new car warranty period or you have a Honda Happiness Guarantee, you have access to a complete Honda Accident Management service. Better still, it's completely free of charge.

Honda Accident Management is a service available to you should your Honda be involved in an accident or is vandalised. We hope you never have to use it, but if you do, it could take a weight off your shoulders.

If your car is not driveable, Honda Accident Management will make sure your car is taken to the nearest or your chosen Honda Approved Body Repair Centre with provision of a courtesy car (subject to conditions and availability).

Honda Accident Management will then follow-up the estimating procedure and deal with your insurance company on your behalf. They'll help you with any uninsured loss or compensation for personal injury.

The same service (minus recovery) is offered to you if your car is driveable and details will be provided to you of your nearest or chosen Honda Approved Body Repair Centre.

Honda Accident Management is available 24 hours a day, 7 days a week and 365 days a year

Honda Accident Management Procedure

Accidents can't be prevented but they can be managed.

1. There's been a road traffic accident or your Honda has been damaged or vandalised. Has it damaged your Honda's bodywork / glass and maybe left it unsecured?

Call the Honda Accident Helpline on **0800 521 728**. One of the team will assess your situation and decide what needs to be done.

If you would like to have your Honda repaired at a Honda Approved Body Repair Centre, the Honda Accident Management team will sort this out for you.

2. Has your Honda been immobilised because of what has happened?

Your Honda will be recovered to your nearest (or chosen) Honda Approved Body Repair Centre.

If you need a courtesy car while your Honda is being repaired, Honda Accident Management will contact the Honda Approved Body Repair Centre to confirm:

- Your Honda has been successfully recovered
- The repair estimate has been carried out
- A courtesy car is available (subject to terms and conditions)

Honda Accident Management will contact you to confirm:

- The location of your Honda
- The repair estimate has been carried out
- Your insurance details and if necessary, third party details.
- Details of any uninsured losses and/or personal injury

Honda Accident Management will then contact your insurance company.

3. Your insurance company will be informed by Honda Accident Management of the incident details, the location of your Honda and the repair estimate.

Once your insurance company authorises the repair to be carried out, Honda Accident Management will continue to keep in touch with the Honda Approved Body Repair Centre to ensure that repair timings are met.

They will also contact you as soon as your Honda has been repaired and let you know about the delivery or collection arrangements.

If you are not sure if you are covered for Honda Accident Management, please call the Honda Accident Helpline on **0800 521 728** or your local Honda dealer.

keep your Honda happy

It is the one thing about your Honda that's certain to catch your eye. Not its stylish lines, nor the ergonomically-designed interior. It's that tiny niggling dent or scratch.

The good news is that you can be sure your Honda will be repaired correctly at a Honda Approved Body Repair Centre. And we could do it for a surprisingly affordable price, so you might not need to make an insurance claim and lose your no claims discount or pay an insurance excess.

Repair and paint technology has vastly improved over the last few years and minor repairs can now be carried out in hours rather than days. Minor dents and scratches can be repaired quickly and for a lot less than you may think: prices can be less than £100, which may be lower than your insurance excess. Inspections and estimates can be carried out while you wait and repairs can often be performed whilst your car is being serviced at your Honda dealer.

Once our technicians have worked their magic, you'll be able to look at your Honda with fresh eyes. For details of this service please call your local or chosen Honda Approved Body Repair Centre (Honda dealer).

Take note of damage

In the event of an accident, take time to carefully go round your car and record any damage sustained. It is also a good idea to take your own photographs as soon as possible.

