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CRG003

CRG003-Effective January '10

ALL 4 THE DRIVER™



SUBARU

ALL 4
THE EASE
THE CLARITY
THE QUALITY
THE SUBARU DRIVER



COLLISION REPAIR GUIDE

ALL 4 THE DRIVER™ |  SUBARU

SUBARU PREFERRED COLLISION REPAIRER NETWORK



ACCIDENTS ARE
STRESSFUL ENOUGH.
THAT'S WHY WE MAKE
THE WHOLE REPAIR
PROCESS SIMPLE,
SEAMLESS AND
100% THOROUGH.



Accidents happen. And when they do, it can be a time of chaos and confusion. But to make things as easy and stress-free as possible, Subaru has appointed a national network of Preferred Collision Repairers. These repairers have been selected for their stringent quality standards and peerless customer service.

To find your nearest Subaru Preferred Collision Repairer, call our dedicated helpline on 1800 737 179 – 24 hours a day, 7 days a week. Or visit subaru.com.au for a complete listing.

Your repair

Subaru's Preferred Collision Repairer Network offers you the peace of mind that only comes with knowing your Subaru is being looked after by the highest standard of repair professional.

And while your insurance company may recommend the use of one of their own preferred repairers, we suggest you check that the repairer is one of our appointed preferred collision repairers. It's your guarantee of a quality repair.

Preferred
Repairer



Subaru Genuine Parts

Subaru Genuine Parts help ensure your Subaru is repaired as close to pre-accident condition as possible. Here's why Subaru Genuine Parts are so critical:

They're engineered for your Subaru

Subaru Genuine Parts have been engineered specifically for your Subaru. The structural integrity of our parts meet factory original standards.

Our manufacturer's warranty

For your peace of mind, all Subaru Genuine Parts supplied via our Retailer Network are covered by Subaru's own warranty. (It doesn't cover damage to the vehicle arising from the use of non-genuine parts.)

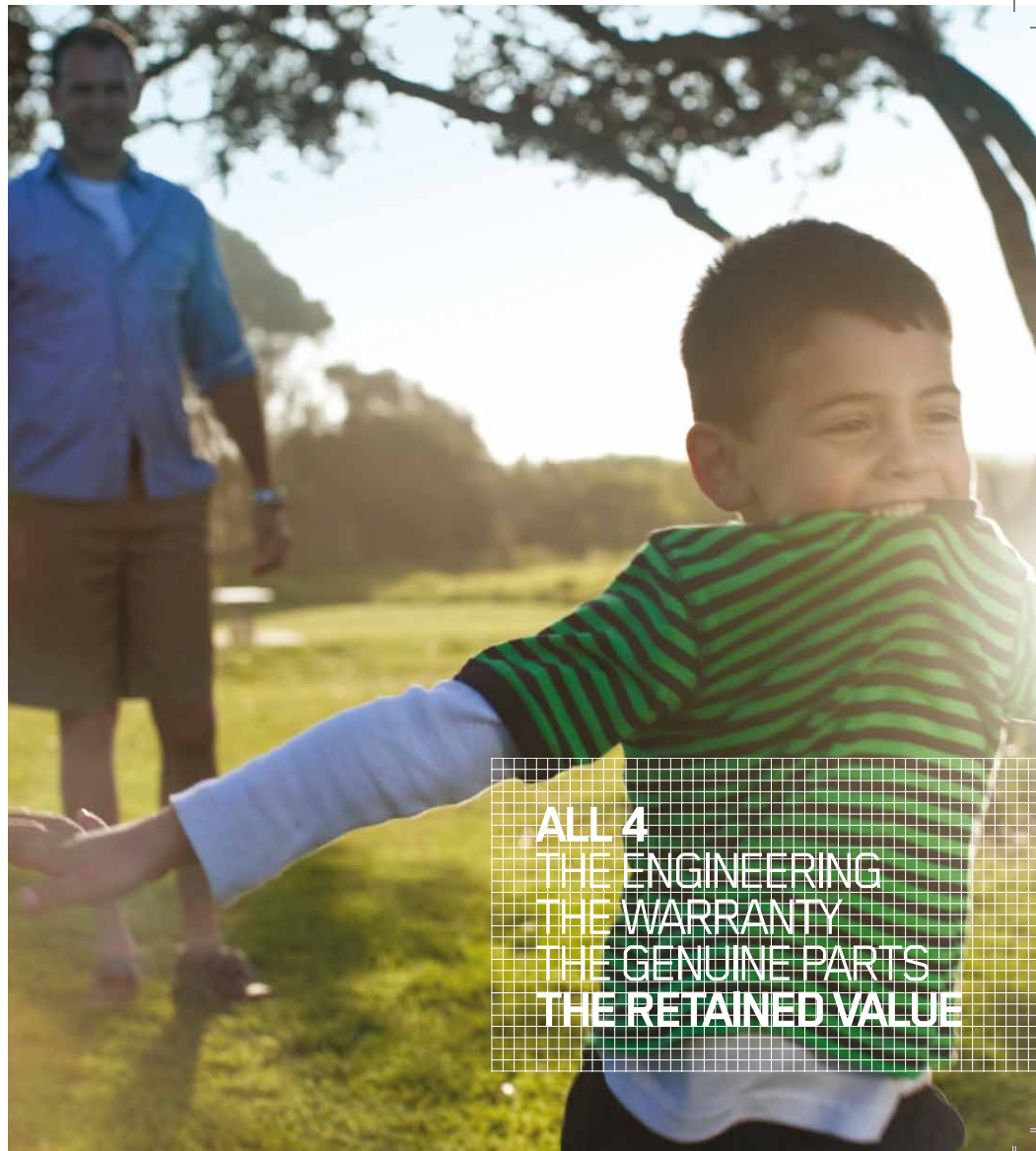
The resale advantage

It's so important to maintain the resale value of your Subaru. That's why our genuine parts fit right, first time – so your car retains its exact look and character.

For instance, the use of non-genuine or incompatible panel parts which can lead to a misalignment of panels, ultimately leads to a reduction in the resale value of your vehicle.



Genuine
Parts



ALL 4
THE ENGINEERING
THE WARRANTY
THE GENUINE PARTS
THE RETAINED VALUE

MAINTAINING OUR HIGHEST STANDARDS



SAFETY FOR OUR
DRIVERS AND THEIR
PASSENGERS IS OUR
NUMBER ONE PRIORITY.
NO COMPROMISES.
NO CUTTING CORNERS.

Genuine safety...

Subaru has been awarded the maximum five-star crashworthiness rating for occupant safety from the respected and independent Australasian New Car Assessment Program (ANCAP)¹. Such a high safety rating has a lot to do with the innovative advancements that we've made an integral part of every Subaru.

Advancements like the newly designed high-strength front seat frames and energy absorbing headrests that provide enhanced protection against whiplash in heavy rear-end collisions. Like Subaru's ring-shaped passenger safety cell, made to absorb impact. Plus the energy-absorbing collapsible steering column, pedal intrusion limiting system, and of course the SRS airbags.



... Genuinely repaired

With such technological advancements and high-level engineering throughout your Subaru, it's vital it receives quality treatment after an accident. Not only will the right repair job give you peace of mind, but it will also help maintain the high quality standards your Subaru is renowned for, and most importantly – ensure your safety remains at a premium.



1. ANCAP is backed by all the nation's motoring organisations and statutory transport bodies. Its ratings are recognised by equivalent organisations in the U.S.A, Europe, Japan and Korea, where crash testing is also performed and results shared with Australia.

WHAT TO DO AFTER AN ACCIDENT

A collision can be a real shock. So here are six simple steps to keep in mind if it ever happens...

1. Stop your vehicle, switch off your ignition and turn on your hazard lights.
2. If anyone's injured, dial 000 to notify emergency services and take First Aid measures if necessary until help arrives.
3. Call the police if there are any injuries, if vehicles need towing, if drugs or alcohol may be a factor or if any party refuses to exchange particulars.
4. Complete the Accident Record section of this brochure and retain.
5. Complete the My Vehicle Details and give it to other drivers who might wish to contact your insurance company.
6. Dial 1800 737 179 to have your vehicle towed to a Subaru Preferred Collision Repairer.

ACCIDENT RECORD

It is important to obtain this information for later use in recalling the accident details.

The other driver or drivers involved in the accident

Name: _____

Address: _____

Postcode: _____

Home phone: _____

Work phone: _____

Driver's Licence No.: _____

Vehicle make & model: _____

Registration number: _____

Insurance company: _____

Policy type: _____

Policy number: _____

Accident details

Date of accident: _____

Time of accident: _____

Other details: _____

ACCIDENT RECORD (cont.)

Is your vehicle driveable? Yes: No:

Tow truck company: _____

Registration number: _____

Phone: _____

Tow truck address: _____

If police attend the accident

Police officer name(s): _____

Police station: _____

Phone No.: _____

Witnesses: _____

Name: _____

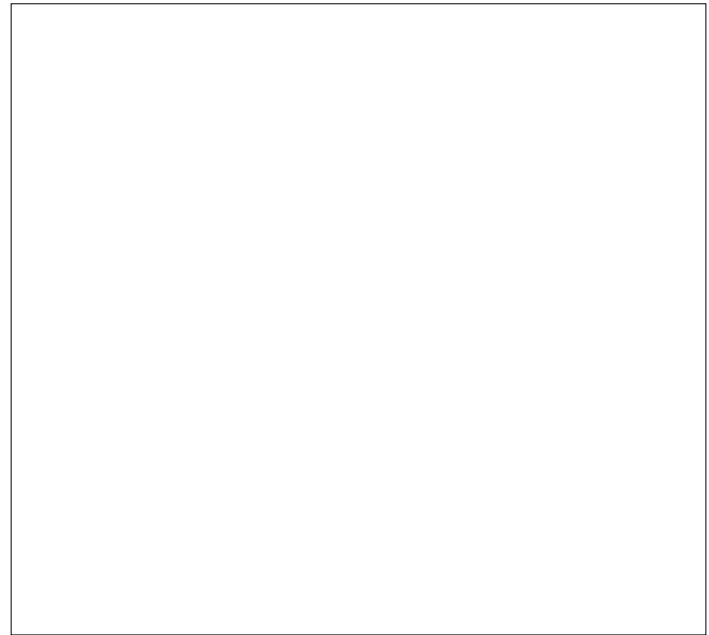
Phone: _____

Name: _____

Phone: _____

ACCIDENT DIAGRAM

To help you recall the details of the accident, draw a diagram of the accident location. Show street names, intersections, traffic signs, parked or nearby vehicles and significant landmarks (such as a hotel, service station etc.). Also draw arrows to show the direction your vehicle and other vehicles were travelling just prior to the accident. The more details you can include the better, as these might help later (e.g. for insurance claim purposes, or if you're required to make a statement to police or need to appear in court).



REQUEST FORM

Attention Insurance Assessor

When assessing and repairing my Subaru vehicle, I would like all parts used to be new Subaru Genuine Parts purchased via the authorised Subaru Retailer Network. If you're unable to do so, please provide me with an explanation before starting work on my vehicle.

Name: _____

Address: _____

_____ PC: _____

Home phone: _____

Work phone: _____ Mobile: _____

Subaru vehicle model: _____

Registration No.: _____

Insurance policy No.: _____

Signature: _____

Genuine
Parts



MY VEHICLE DETAILS

Complete these details, tear off and hand the sheet to the other driver or drivers involved in the accident.

Name: _____

Address: _____
_____ PC: _____

Home phone: _____

Work phone: _____

Mobile: _____

Subaru vehicle model: _____

Registration No.: _____

Insurance company: _____

Policy type: _____

Policy No.: _____