

# TRUST YOUR AUTOMOBILE TO KNAUZ.

For expert and experienced automobile repair and body work... trust Knauz.

We are a factory certified facility with factory-trained certified technicians.

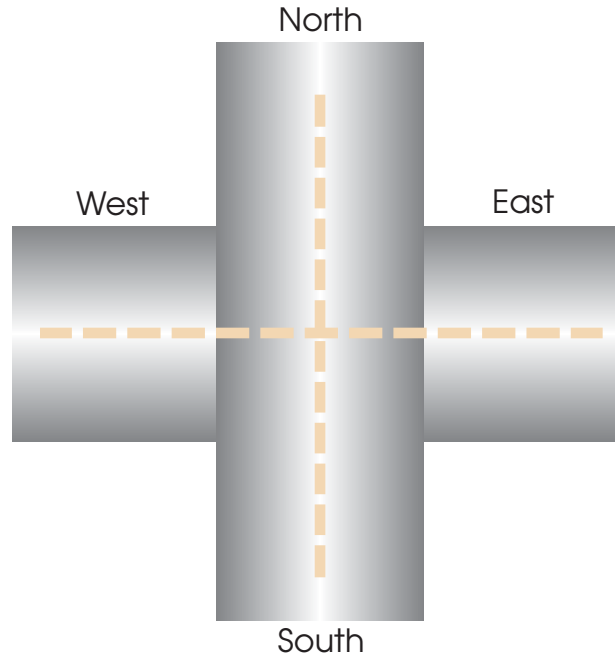
We work closely with insurance companies and repair all makes and models.

Knauz also specializes in detailing and paintless dent repair. We can assist you with temporary transportation too.

We are here to answer all your questions and look forward to being of service to you.

## DIAGRAM THE ACCIDENT... Describe damages and other important information below.

Draw a diagram of the accident showing the direction of the vehicles involved and the point of accident. Show street names and location of street signs, stop signs, lights etc.



Describe other damage or pertinent information below:

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## BE SMART. BE PREPARED.

READ THIS IMPORTANT  
"ACCIDENT RESPONSE" PAMPHLET.  
STORE IN YOUR GLOVE COMPARTMENT  
FOR EASY ACCESS.

WHAT TO KNOW.  
WHAT TO DO.  
WHAT NOT TO DO.

# IN CASE OF AN ACCIDENT



Prepared and provided by  
**Knauz Automotive Group**  
for our valued customers, friends and community

**KNAUZ**  
BODY SHOP & COLLISION REPAIR CENTER  
CALL 847-615-3670

**KNAUZ**  
BODY SHOP & COLLISION REPAIR CENTER

**KNAUZ AUTOPARK**  
775 ROCKLAND ROAD, LAKE BLUFF  
LOCATED ON ROUTE 41 AND 176

**CALL 847-615-3670**  
rlarsen@knauz.com

**SERVICE HOURS:**  
Monday-Friday, 7:30am-6pm  
Saturday, 9am-12pm

**WHEN IN AN ACCIDENT....**  
**Stop at once and identify yourself.**

**Exchange driver's license** and registration information with the other driver, any injured persons, and to any police officer.

**If injuries appear serious**, call an ambulance. If you feel you were injured in any way see a physician promptly. It is important that you seek treatment right away.

**Report the accident** to the Department of Motor Vehicles within ten days if property damage exceeds \$\_\_\_\_\_ (check with your local Department of Motor Vehicles to confirm amount) and/or injury or death results.

**Write a complete description** of the accident as soon as possible. Use this handy accident record to help you gather important information. If possible take pictures, even if this means returning to the scene of the accident at a later time.

**Notify your insurance company**, even if the claim appears to be small and there are no apparent injuries. Settling the claim yourself is dangerous. Follow all prescribed procedures when reporting an accident to your insurance company.

**Be aware of the "Appraisal Clause"** in your insurance policy. If the insurance company and the body shop cannot agree on what the repairs should cost, this could provide a means for fair settlement.

**Even minor damages should be repaired.** All damages, even those that appear insignificant, can be dangerous and costly in the long run. Dents and rust spots deduct from the resale or trade-in value of your car. Inevitably, it cost you money so drive a car that's in safe first-class condition.

**FOLLOWING AN ACCIDENT....**  
**Make notes of all the facts.**

**WHEN DID THE ACCIDENT HAPPEN?**

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

Time: \_\_\_\_\_

**WHERE DID IT HAPPEN?**

Street(s): \_\_\_\_\_

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

**WAS ANYONE INJURED?**

Pedestrian? \_\_\_\_\_

Your passenger? \_\_\_\_\_

Other? \_\_\_\_\_

Name: \_\_\_\_\_

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

**WAS THERE A WITNESS:**

Name: \_\_\_\_\_

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

Was there a police report taken?

Department: \_\_\_\_\_

Report #: \_\_\_\_\_

**THE OTHER PARTY:**

Name: \_\_\_\_\_

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

Phone #: \_\_\_\_\_

DL#: \_\_\_\_\_

DOB: \_\_\_\_\_

Registered owner of vehicle: \_\_\_\_\_

\_\_\_\_\_

Insurance Company: \_\_\_\_\_

Policy Number: \_\_\_\_\_

**THE OTHER AUTO:**

License #: \_\_\_\_\_

State: \_\_\_\_\_

Year: \_\_\_\_\_ Make/Model: \_\_\_\_\_

Color: \_\_\_\_\_

Number of passengers: \_\_\_\_\_

**AVOID THESE CRITICAL MISTAKES....**  
**Follow these important rules.**

**Do not discuss responsibility.**

**Do not discuss the circumstances** of the accident with anyone except the police and an authorized, identified representative of your insurance company.

**Never give a signed statement** to the claims adjuster representing the other driver's insurance company...and avoid making statements on the phone. You are being recorded. If you are being pressured you may wish to consult an attorney.

**Don't be fooled** by the "lowest estimate." There is a big difference in body shops. A low bid could reflect an incomplete job. If items are overlooked, such as alignment, there may be danger down the road. Beware of shoddy replacement parts. You have the right to the same genuine manufacturer's parts that came with your car.

**Exercise your right to decide** which shop will repair your car. Make sure every detail has been attended to and repaired to your complete satisfaction before signing any insurance company release.

**Don't allow your car** to be towed to a repair shop you are not familiar with. Do not authorize repairs by signing a towing release unless you have decided to have your car repaired by the shop your car is being towed to. Read and understand all papers before you sign them.

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