



# Accident Damage Management [ADM]

In the event of an accident,  
follow this guide to prioritise  
your safety and well-being.





Call your insurance or  
VW Roadside Assistance  
**0860 434 737**

## With you, no matter what

All Volkswagen Passenger and Commercial vehicles are designed to increase your safety on the road, thanks to a host of advanced safety technologies and automated preventive systems.

However, we understand that things don't always go as planned. The road can be an unpredictable environment and accidents still happen despite our best efforts.

Knowing the safety and behaviour protocols in such circumstances can limit the potential damage to human life and your vehicle.

That is why we have compiled this ADM booklet to provide you with valuable tips, guidelines and important contact numbers that make dealing with any emergency a breeze.

We recommend going through this booklet before you hit the road.



## If your Volkswagen is involved in an accident

We know this is a stressful situation but a calm approach is needed to ensure that everyone gets through this safely. So take a deep breath and do the following:



Turn on the hazard lights.



Call emergency service if you or someone else is injured.



Put on a reflective vest. (if applicable)



Set up a warning triangle.



Provide first aid.



Take photos of the scene, of the damage and remove the vehicle from the road.



Fill out the accident report.



Contact Vehicle insurance.



# Save a Car Programme

For vehicle body parts that are damaged and need to be replaced by a Volkswagen approved Motor Body Repairer, Volkswagen Group Africa has the Save a Car Programme to assist you (with or without insurance cover) with Volkswagen Genuine Body Parts at discounted prices.

To take advantage of **Save A Car**, all you need to do is contact or visit your nearest Volkswagen dealer Parts Department with a repair quote and request a discount on the quoted parts.



# Accident Damage Management

## Additional tips on what to do in case of an accident

- Call your insurance company (it's highly recommended that you keep your Volkswagen insured) . Did you know that only 35% (SAIA) of vehicle users have vehicle insurance?
- If you do not have insurance, call our Volkswagen 24-hour Roadside Assistance on 0860 434 737
- Volkswagen Roadside Assistance will assist you with towing (if required) at a preferential rate.
- The Volkswagen Roadside Assistance consultant will provide you with all the information you require to move forward.
- Contact a Volkswagen Approved Motor Body Repairer who will make sure to repair your vehicle as per Volkswagen standards.
- Volkswagen has a Save a Car Programme to assist you (with or without insurance cover) with Volkswagen Genuine Parts at discounted prices. Ask your nearest Volkswagen dealer.
- Impressive in quality, safety and precision fit, you can rest assured that all Volkswagen Genuine Parts include a 2 year/unlimited mileage warranty.





## Accident damage?

Your Volkswagen approved Motor Body Repairer to the rescue

## Benefits

Our network of Volkswagen Approved Motor Body Repairers:

- Meet Volkswagen's exemplary standards, ensuring you always receive quality service and workmanship.
- Carry out all repairs using Volkswagen approved equipment and repair techniques.
- Understand your need to keep your Volkswagen, a Volkswagen.
- Provide you with peace of mind during this trying time.

Your approved Motor Body Repairer serves as your dedicated point of contact during any claim or insurance event, guiding you through every step:

- Reporting the claim
- Arranging for an expert evaluation
- Securing repair approvals
- Ensuring fast, professional repairs
- Handling repair costs directly with insurer

Call your insurance or  
VW Roadside Assistance

0860 434 737



## Repair done right

Choosing a Volkswagen approved Motor Body Repairer partner ensures your car gets professional care, keeping it running smoothly and preserving its original quality.

Here are some key benefits:

### **Volkswagen-approved expertise**

Technicians are trained and certified by the manufacturer, ensuring they perform repairs to the highest standards.

### **Use of Volkswagen Genuine Parts**

Approved Motor Body Repairer stations use original or manufacturer-approved parts, preserving your car's performance, safety, and resale value.

### **Warranty protection**

Repairs and replacements are backed by 2 year guarantee, giving you peace of mind and safeguarding your investment.

### **Advanced diagnostic tools**

Equipped with the latest diagnostic technology, authorised Motor Body Repairers quickly identify and address issues accurately.

### **Preservation of vehicle value**

This enables the Motor Body Repairers to gain access to the latest repair information, training and technology when repairing your Volkswagen vehicle.

### **Compliance with safety standards**

Repairs are performed in line with manufacturer and industry safety standards, ensuring your car remains roadworthy and safe.

### **Seamless insurance processing**

Authorised Motor Body Repairer centres often have partnerships with insurers, streamlining claim approvals and cost settlements.

### **Trusted service record**

Repairs and maintenance done at authorised Motor Body Repairer centres are logged, creating a reliable service history.

# Windscreen & damages to glasswork

- High protection of vehicle occupants due to laminated safety glass
- Increased comfort thanks to unobstructed view and ideal heat insulation and sound-proofing
- Coordinated interaction with all available driving assistance systems

\*All manufacturer specifications are observed when replacing a windscreen: Professional installation and removal, and the use of the right materials, prevents leakages and corrosion.





## Accident damage? Your Volkswagen approved Motor Body Repairer to the rescue

Scan the QR code below or visit [VW Accident Damage Management Service | Volkswagen South Africa](#)

There, you'll find all the information you need about how we can support you in case of an accident – from expert guidance to repair services.

Let us take care of everything, so you can get back on the road stress-free.

Call your insurance or  
VW Roadside Assistance

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