



# Volkswagen Certified Collision Repair Facilities

**Volkswagen Genuine  
Service. Parts. Accessories.**





# You're safe. Now what?

Accidents happen. Whether it's a small fender-bender or something more serious, our Volkswagen Certified Collision Repair Facilities are here to help you get back on the road.

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## Need a tow?

**Call Volkswagen Roadside Assistance at  
1-800-411-6688**

for no-charge towing to a nearby Volkswagen Certified Collision Repair Facility.

We offer free accident towing on Volkswagen vehicle models from 2010 and onwards.

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## What to do? In case of a collision:

- Call 911 for emergency services if needed.
- Even if it's just a bump, stop in a well-lit place away from traffic.
- If possible, photograph the damage to your vehicle with your mobile phone or a digital camera.
- Gather your driver's license, registration and insurance to present to the other driver or police if needed.
- Fill out the collision report on the last page of this document to have on hand as needed.
- Need a tow? Call Volkswagen Roadside Assistance at **1-800-411-6688** for no-charge towing to a nearby Volkswagen Certified Collision Repair Facility.

## In case of a scratch, bump, or dent:

- Call your Volkswagen Dealer to make an appointment today! Find your nearest Dealer here at [www.vw.ca/en/find-a-dealer](http://www.vw.ca/en/find-a-dealer).

# Everything from touch-ups to major repairs

If you love your Volkswagen, you know that even the smallest scratch deserves expert attention. A Volkswagen Certified Collision Repair Facility is the best place to go for everything from minor touch-ups or repairs to major collision reconstruction. Because we're the only ones who love your Volkswagen as much as you do.

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## Hitch a ride

We offer free accident towing to the nearest Volkswagen Certified Collision Repair Facility<sup>†</sup> on vehicles of model from 2010 and onwards.

<sup>†</sup> Free towing coverage program is subject to change or cancellation without notice. Cannot be redeemed for cash and is not transferable. See dealer for details. In areas without a Volkswagen Certified Collision Repair Facility, towing is available to the nearest preferred dealer within 50km or nearest dealer outside of 50km.

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## Know your rights. Insist on genuine Volkswagen parts.

In the event of a collision, your insurance company can help with the claims process, and they often recommend their preferred repair facilities. But where you go is up to you. Know your rights and insist on genuine Volkswagen parts at a Volkswagen Certified Collision Repair Facility. Only Volkswagen factory-trained specialists can repair your Volkswagen to factory standards using genuine Volkswagen parts that help protect the corrosion perforation coverage of your Volkswagen vehicle. \* Get peace of mind knowing all work, including parts, meet Volkswagen's factory standards.

\* Please review your warranty booklet for exclusions and other conditions.





# Did you know?

- Volkswagen vehicles are backed by one of the longest corrosion warranties in the industry.
- Genuine Volkswagen parts come with a Two Year / Unlimited km Limited Warranty covering parts and labour when installed by your Volkswagen Dealer.
- Only a Volkswagen Dealer or Volkswagen Certified Collision Repair Facility can source new genuine Volkswagen parts, installed by factory-trained specialists with Volkswagen technical support.
- From engine parts to body paint, fluids to wipers, maintenance to repairs, Volkswagen Certified Collision Centres have everything you need to keep your Volkswagen properly tuned and looking its best.
- Any minor accident repair should not void the limited new vehicle warranty and/or the collision warranty if done properly. \* Only your Volkswagen Dealer can ensure proper repair to factory standards using genuine Volkswagen parts.
- It's important to know your rights when dealing with your insurance company. You're allowed to take your vehicle to the repair facility of your choice. And Volkswagen makes that choice easy with a Volkswagen Certified Collision Repair Facility.

Visit **vw.ca** to find your nearest location.

\* Please review your warranty booklet for exclusions and other conditions.





# Collision Report

Driver's name: \_\_\_\_\_

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

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

Postal code: \_\_\_\_\_

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

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

Driver's license number: \_\_\_\_\_

Province Expiration date: \_\_\_\_\_

Year and make of vehicle (eg. 2016 Volkswagen):  
\_\_\_\_\_

Body type / model: \_\_\_\_\_

License plate number: \_\_\_\_\_

Province: \_\_\_\_\_

Collision time (indicate AM/PM, sunrise/sunset/dark):  
\_\_\_\_\_

Collision location: \_\_\_\_\_

Weather conditions at time of collision:  
\_\_\_\_\_

Describe how the collision happened:  
\_\_\_\_\_  
\_\_\_\_\_

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

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