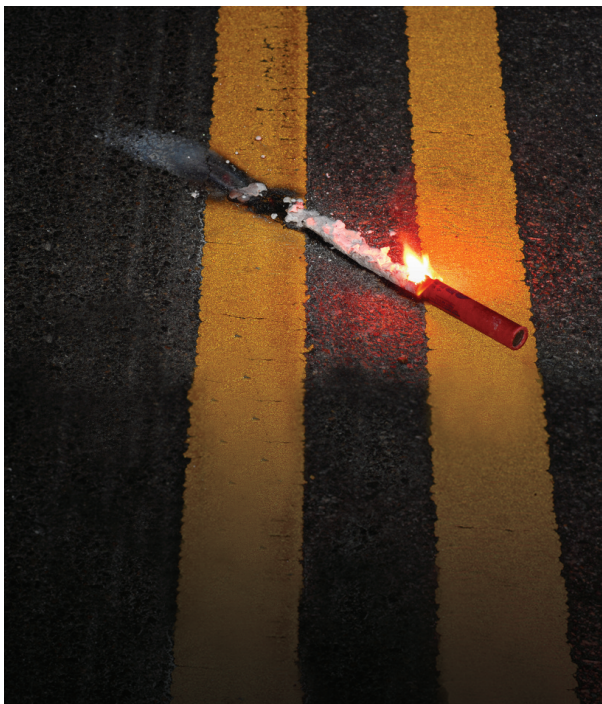


# GUIDE TO COLLISION REPAIR

MAKING SMART  
CHOICES



**INFINITI®**

EMPOWER THE DRIVE™

AN AUTO ACCIDENT IS JUST THAT – AN ACCIDENT.

But a quality collision repair is no accident. The manufacturer of your vehicle – INFINITI – has created this brochure to help you make informed decisions regarding your collision repair. By understanding your rights and options, you can help assure that your vehicle is repaired to your satisfaction.

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## WHO IS INVOLVED?

Three parties are involved in most collision repairs – you, the vehicle owner; the insurance company; and the collision repair professional. While rights and responsibilities vary by state, generally:

**YOU** are the one who decides where your vehicle is repaired; and you, as the vehicle owner or lessee, have the right to know in advance what parts are proposed, and decide which ones are ultimately used, for the repair of your vehicle.

**THE INSURANCE COMPANY** writes a policy that may contain language stating your vehicle will be repaired to pre-loss condition.

**YOUR COLLISION REPAIR PROFESSIONAL** will assist you through the process, while following direction provided by you and/or the insurer.

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## HOW DO I CHOOSE THE RIGHT PARTS?

Often, you are given the choice of three types of parts for repairs to your collision-damaged vehicle. After a collision, many insurance companies routinely authorize the use of non-genuine parts that could degrade vehicle performance and negatively affect warranty coverage.

Only Genuine INFINITI Parts are engineered to the exact specifications of your INFINITI vehicle—everything else is not Original Equipment (OE). To be sure your INFINITI stays an INFINITI, look for the following terms and abbreviations on your body shop estimate to spot non-OE parts:

# HOW TO READ AN ESTIMATE

Preliminary Estimate							
Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2		O/H bumper assy				2.7	
3	**	Repl RECOND Bumper cover w/o park sensors	620223TA0H	1	339.00	Incl.	3.2
4		Add for Clear Coat					1.3
5		GRILLE					
6	Repl	Grille	623103TA0A	1	220.16	0.3	
7		FRONT LAMPS					
8	**	Repl A/M LT Headlamp assy w/o xenon type	260603TA0A	1	195.00	0.4	
9		Aim headlamps				0.5	
10		FENDER					
11	*	Repl LKQ LT fender assy +25%	631013TA0A	1	187.50	1.4	2.2
12		Add for Clear Coat					0.9
13	Repl	LT Fender liner	63B413TA0D	1	83.98	0.4	
SUBTOTALS					1,025.64	5.7	7.6
ESTIMATE TOTALS							
Category				Basis	Rate	Cost \$	
Parts							1,025.64

- A/M- "Aftermarket," meaning non-OE parts
- QRP- "Quality Replacement Parts," meaning non-OE
- LKQ- "Like, Kind, Quality," meaning used parts, or recycled parts or non-OE parts
- RECON- "Reconditioned," parts that were once damaged, and then fixed (some non-OE)

These abbreviations typically show up on the left side of the page, next to the name of each part type. If there is no abbreviation to the left next to a part name, chances are good that it is a new Genuine INFINITI part.



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## BENEFITS OF GENUINE INFINITI COLLISION PARTS

- Developed to deliver the structural performance characteristics originally designed into your vehicle
- Designed to provide consistent fit to help shorten repair time
- Helps keep your vehicle looking "like new," which can help to maintain its value
- Genuine INFINITI collision parts are the only replacement parts warranted by INFINITI\*

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Vehicle lease agreements, such as those offered by INFINITI Financial Services, may require that **ONLY** genuine INFINITI replacement parts be utilized for collision repairs to the vehicle.

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Factory surface treatment  
and bonded primer



Genuine INFINITI  
headlights provide  
consistent illumination

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## FOR EXPERT REPAIRS, TRUST OUR INFINITI EXPERTS

In the event of an accident, an INFINITI Certified Collision Center is your best choice for accurate, efficient repairs. Using our extensive training and Genuine INFINITI Parts, we'll get your vehicle back to its highest performance level as quickly as possible.

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### THE INFINITI CERTIFIED COLLISION CENTER ADVANTAGE

- Highly trained technicians
- The right tools and equipment to repair your vehicle to manufacturer specifications
- Prioritized use of INFINITI Collision Replacement Parts
- Limited warranty on collision repairs\*\*

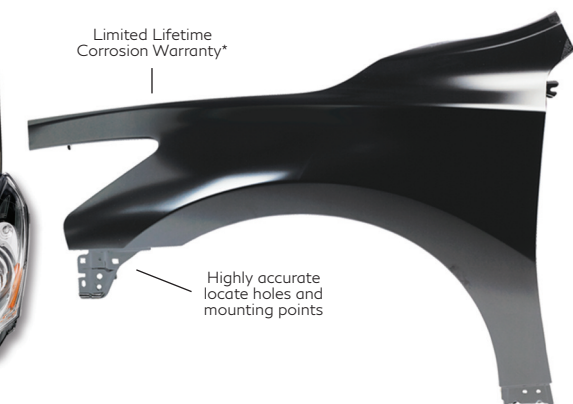
Make the smart choice after an accident and visit an INFINITI Certified Collision Center. To find a location near you, go to [infiniticollisionnetwork.com](http://infiniticollisionnetwork.com).

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### INFINITI ROADSIDE ASSISTANCE

CALL 1-800-662-6200 FOR TOWING TO AN INFINITI  
CERTIFIED COLLISION CENTER NEAR YOU<sup>†</sup>.

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\*Outer sheet metal panels are warranted as long as you own your vehicle. Certain restrictions apply. \*\*Contact your local INFINITI Certified Collision Center for details on the terms and conditions of their Limited Lifetime Warranty. <sup>†</sup>See your INFINITI Warranty Information booklet for details on Roadside Assistance coverage and restrictions.

# ACCIDENT REPORT FORM

Use the form below to document information and details about the accident. Also draw a simple diagram of the accident, including direction of travel and traffic signs, and list any other information that may be helpful.

Contact your insurance carrier as soon as possible after the accident.

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## ACCIDENT INFORMATION

Accident date \_\_\_\_\_ Time \_\_\_\_\_

Street/Highway/Intersection \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Police Dept./Sheriff \_\_\_\_\_ Case # \_\_\_\_\_

Police report # \_\_\_\_\_

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## OTHER VEHICLE

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

Color \_\_\_\_\_ License plate # \_\_\_\_\_ State \_\_\_\_\_

Vehicle identification # \_\_\_\_\_

Point of impact \_\_\_\_\_

Apparent new damage \_\_\_\_\_

Prior damage \_\_\_\_\_

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## DRIVER OF OTHER VEHICLE

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home phone \_\_\_\_\_ Business phone \_\_\_\_\_

Cell phone \_\_\_\_\_

Driver's license # \_\_\_\_\_ State \_\_\_\_\_

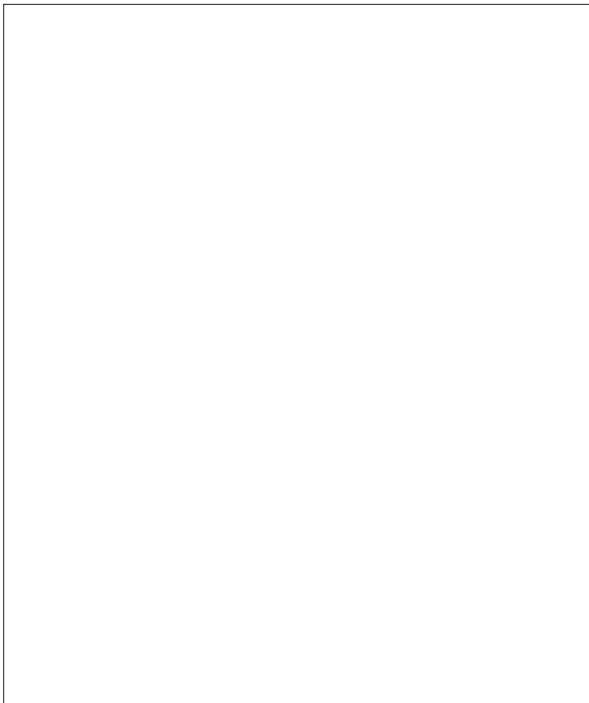
Insurance carrier \_\_\_\_\_ Policy # \_\_\_\_\_

Notes \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

DRAW A MAP OR DIAGRAM OF THE  
ACCIDENT AREA.



IF AN ACCIDENT OCCURS

- Notify the proper authorities of the accident.
- Make sure that paramedics are called if injuries are suspected.
- Stay clear of passing vehicles as you exchange information with others involved in the accident.
- Describe the accident to the proper authorities.
- Before your vehicle is repaired, give your insurance adjuster the request for Genuine INFINITI collision parts.
- Tell your auto body repair shop to use only Genuine INFINITI collision parts when repairing your vehicle.
- For information on airbag safety, call 1-800-647-7261.

## IMPORTANT PHONE NUMBERS

Retailer \_\_\_\_\_

Tow Service \_\_\_\_\_

Insurance Agent \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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