

Accidents can occur out of nowhere. Keep this brochure in your vehicle so you know what to do if the unexpected happens.

If you're involved in a collision, **follow these steps:**



Move to a safe spot if possible, turn on your hazard lights and be careful getting out of the vehicle.



Check to see if anyone is injured or needs assistance and call 911. If your vehicle is equipped with SYNC,[®] you can connect your compatible cell phone to no-charge 911 Assist. This feature can call for help, even if you can't. Requires a paired cell phone and intact battery.



Don't admit fault. Use the form in this brochure to make sure you collect information from the other driver and any witnesses.

When it's time for repairs, make sure your Lincoln is repaired the right way.



You have the right to choose which body shop you use.



You don't have to use a body shop your insurance company recommends.



You have the right to choose which parts are used to replace damaged parts. It's your right to get new OEM parts.



You don't have to release your vehicle to a body shop before you are ready.



Make sure to have your estimates completed before starting any repairs.

You can easily find a Lincoln Dealer or authorized body shop that can handle your collision repairs through the Lincoln National Body Shop Network. Or you can connect with The Lincoln Concierge, anytime, anywhere. Discover more about your personal connection to all things Lincoln at lincoln.com/concierge-about/.

Lincoln Parts

LEARN MORE

Important things to know if you're ever in a collision.



Driver and vehicle information

Information. Close at hand.

Keep this brochure in your glove compartment, so if you're ever in an accident, you'll have all the information you need in one place. Use this guide and your phone's camera to collect important information and take photos of the accident scene, road and weather conditions.



Driver's name: _____

Phone: _____

Driver's license number: _____

Expiration date: _____

Vehicle owner's name: _____

Vehicle make: _____

Vehicle model and year: _____

Vehicle color: _____

License plate number: _____

Insurance company: _____

Insurance phone: _____

Policy number: _____

Agent's name: _____

Agent's phone: _____

Draw a map or diagram of accident:

Damage

To your vehicle: _____

To the other vehicle: _____

Towing company name: _____

Accident conditions

Date: _____

Time: _____

Weather and road conditions: _____

Location: _____

Additional details: _____

Witness information

1. Name: _____

Address: _____

Phone: _____

2. Name: _____

Address: _____

Phone: _____

3. Name: _____

Address: _____

Phone: _____