



Volkswagen

Behavior tips in the event of an accident

1. Secure the scene of the accident

- Switch on the hazard warning lights
- Switch on the lights if it is dark
- Put on a high-visibility vest
- Set up a warning triangle
- Bring passengers to safety
- Ask witnesses to wait and to help

2. Attend to the injured (112)

- Call rescue service (112)
- Perform first aid
- Rescue the injured from the danger area

Important when telephoning:

- Where did it happen?
- What happened?
- How many injured?
- What injuries?
- Wait for further enquiries.

3. Call the police (110)

Recommended in the event of:

- Personal injury or considerable damage to property
- Fault unclear
- Criminal offence: hit-and-run, alcohol, drugs, simulated accident
- Accidents abroad
- Accidents involving wild animals, livestock or pets
- Accidents involving objects

4. Secure evidence

- Photograph the scene of the accident, then clear it
- Photograph damage, provide a sketch of the accident
- Exchange details with the other driver and witnesses
- Complete an accident report
- Do not admit any fault at the accident location!
- Inform your insurance company

Tip: Your Volkswagen Partner will provide assistance here.

5. Call Volkswagen Roadside Assistance

Call Volkswagen Roadside Assistance:

0800 – VWSERVICE or 0800 – 897378423

Your benefits:

- Always there for you: round-the-clock assistance
- A wide range of services: Roadside Assistance, towing service, return transportation, mobile emergency service
- Full mobility through replacement vehicle