

Henry's Towing 417-882-4559

Henry's provides towing 24 hours a day and can drop off your vehicle to our secured and monitored collision center parking. Henry's is a towing and recovery industry leader serving Springfield, MO and the surrounding areas. Founded in 1971, Henry's continues to provide safe, reliable and professional service for individual and commercial customers.

Let Henry Do It! Online at www.lethenrydoit.com

Be Ready For Whatever Comes Your Way.

You never know when an accident may happen, but you can be prepared by knowing what to do after it happens. Knowing answers to even the most obvious questions such as where to get your vehicle repaired can aid in this stressful time.

What To Do When Involved In An Accident.

The first thing you should do is determine if anyone is seriously injured. If someone is hurt, call 911 immediately and wait for a paramedic to arrive. It may be a good idea to call the local police so there is an official report of the accident. You can utilize this brochure to document important accident information.

Who To Call When Your Car Is No Longer Operational.

Toyota Certified Collision Center associates are trained to handle not only your repairs, but also assist you with your paperwork, work with your insurance company and ensure you get the answers you need.

Know Where To Take Your Car For Repair.

It's helpful to know ahead of time where to take your vehicle for collision repair, and you have a choice when it comes to repairing your vehicle, regardless of where an insurance company recommends. We advise you to only take your vehicle to a Toyota Certified Collision Center, complete with state-of-the-art equipment and expert technicians who are Toyota specialists. We ensure your vehicle will be returned to its pre-accident condition. And, you should always insist on Toyota Genuine Parts to protect your investment.

RELIABLE COLLISION REPAIR

417-889-9000 • reliableautos.com

3521 E. Sunshine, Springfield Mo

YOUR COLLISION REPAIR RIGHTS

YOU HAVE THE RIGHT to have your car repaired by the shop of your choice. Your insurance company cannot direct you otherwise. BY LAW you are not required to have your car repaired in a shop recommended by the insurance company.

YOU ARE NOT REQUIRED to get more than one estimate.

YOU ARE NOT REQUIRED to take your car to an insurance company's drive-in claim service.

You may legally designate your repair shop to negotiate a fair claim settlement with your insurance company.

The collision shop is not allowed to negotiate with your insurance company on your behalf without your knowledge and permission.

As stated in your policy, you have the right to require your insurance company to pay all reasonable costs (less the pre-agreed upon amount of your deductible) to restore your vehicle to pre-loss condition.

You have the right to have the same factory quality parts installed on your vehicle as the ones you are replacing without being charged for "betterment".

The insurance company has a limited number of days after proper notification to inspect your car. If additional damage is found after dismantling, the insurance company has to re-inspect after proper notification without delay.

Your insurance company must negotiate in good faith. You are entitled to a prompt fair settlement to repair your car to its pre-accident condition.

No insurance company shall issue a check or draft in payment of claim, implying acceptance of such as final or binding.

As a third-party claimant, you have the right to alternative transportation until repairs are completed if the accident was not your fault.

IMPORTANT: Difference in repair estimates is common. Ask your shop to explain the method of repair.

Ask your shop if they are: I-CAR Trained AND A. S. E. Certified

RELIABLE *Superstore*

Accident Assistance Guide

*We Care About You
And Your Car*



Emergency?

If you are involved in an accident that requires medical attention, your first phone call should be to 9-1-1

ACCIDENT INFORMATION FORM

Accident Site Information

Location / Intersection _____ Date _____

Weather / Road Condition _____ Time AM PM _____

Damage to Your Vehicle

Description Of Damage _____

Where Taken After Accident? _____

Other Vehicle Information

Name Of Other Driver _____ Phone _____

Name Of Vehicle Owner (If Different) _____

Address _____ Phone _____

Year / Make / Model _____ License No. _____

Insurance Carrier _____ Phone _____

Description Of Damage To Other Vehicle Or Property _____

Police Department / Officer Information

State / County / City _____ Badge No. _____

Name _____ Phone _____

Witness

Name Of Witness _____

Address _____ Phone _____

COLLISION REPAIR CENTER

RELIABLE
Superstore

FREE COMPUTERIZED ESTIMATES & INSURANCE CLAIMS ASSISTANCE

- 28,000 Sq Ft Collision Facility
- Heated, Indoor Estimating Bay
- Computer Unibody/Frame Machines
- Saico Downdraft Prep Stations
- Saico Downdraft Paint Booths
- Lifetime PPG Paint Guarantee
- Automate Paint Sealant Applicator
- ASE Certified & I-Car Trained Staff
- Certified First Network Member

Your convenience and satisfaction is our number one goal. Beginning with our indoor estimating bay to keep you out of the cold, to our lifetime paint guarantee, we have built our collision center to be different. You can rest assured your vehicle will be repaired to your satisfaction. Relax in our customer lounge and take advantage of our on site Toyota Rent-A-Car or Courtesy Shuttle service. Experience the difference at Reliable Superstore.



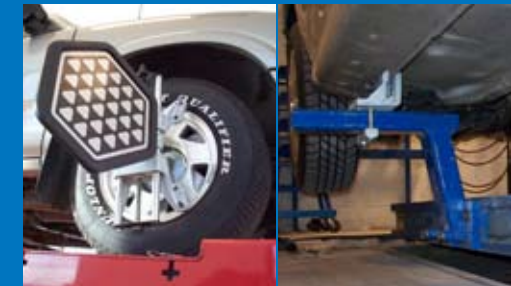
Monitor The Progress
Of Your Repair Online!
reliableautos.com

PPG PAINT GUARANTEE! All PPG authorised repair centres back their refinish work with the PPG Lifetime Paint Performance Guarantee. The guarantee is good for as long as you own your vehicle and is one of the best offered in the collision repair industry. The Guarantee gives consumers assurance that their vehicle receives a quality paint repair and all paint-related products used will perform to optimum standards for gloss and durability.

Free Estimates! We Repair All Makes & Models Foreign or Domestic!



State Of The Art Facilities & Equipment



Laser Perfect Alignments & Repair



417-889-9000
3521 E. Sunshine



Additional Services

- Paintless Dent Removal
Perfect For Hail And Door Dings
- Airbrush Touch Up
Great For Rock Chips & Small Damage
- Windshield Repair
We Can Replace Or Repair Glass On Site
- Detail Service
Interior & Exterior Cleaning & Renewal
- Computerized Alignments
State Of The Art 4 Wheel Alignment
- Nitrogen Tire Protection
Stabilizes Air Pressure & Increases Tire Life



Rental Cars On Site!

- Let Us Set Up Your Rental
We Work With All Insurance Companies
- Direct Billing To Your Insurer
You Can Save Time & Money
- Cars Are On Site
Pick Up Your Rental At Our Collision Center
- Clean Low Mileage Toyotas!
100% Non Smoking, Low Mileage Fleet

Call 417-889-9000