



# CRA BULLETIN

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Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

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## SAFETY CONSIDERATIONS WITH DAMAGED VEHICLES

Given how busy many repairers are and delays in commencing jobs, we think it's a good time to remind members of safety considerations with damaged vehicles.

Listed below are examples of where customers should be advised against driving their vehicles:

1. If suspension appears to be damaged, dangerous to drive. (Insurers will allow a wheel alignment before repairs start to determine if vehicle is safe to drive).
2. Possible damage to cooling system.
3. Fumes through poor fitting tailgate or boot.
4. Security - vehicle can't be locked.
5. Structural damage - if the crumple zones have been affected (rear chassis damage, boot floor for example). It could be argued that if it was involved in another crash the people inside may be vulnerable.

It is wise to make a point of telling the client we recommend they don't drive their vehicle if any of these things come into play and to make notes and advise the relevant insurer.

A simple rule of thumb would be if you think that the vehicle is unsafe in any way, shape or form then it would be wise to tell the customer and note it.