HEWLETT AUTO BODY / ACCIDENT 101

First, get safe. Then take the next step.

Emergency or immediate danger? Call 911.

- ☐ **Stop and check for danger.** If anyone is injured, notify police immediately and make sure emergency assistance is called. Move the vehicle off the road only if possible and safe. Follow responder instructions.
- ☐ **Exchange information.** Have driver, registration, and insurance information available for the other drivers and police. See official New York crash guidance for complete requirements.
- ☐ **Document only when safe.** Note the time, location, vehicles, witness contacts, and police report reference. Photograph damage and the scene without entering traffic or delaying emergency care.
- ☐ **Keep your records.** Save photos, insurer correspondence, estimates, authorizations, invoices, and towing or rental receipts. Check current DMV reporting requirements for your circumstances.
- ☐ **Ask before arranging towing or a rental.** Confirm coverage, charges, storage terms, the destination, and authorization with the provider or insurer. Call the shop before arranging vehicle delivery.
- ☐ **Understand the repair plan.** You retain the right to choose your repair shop. Request a written estimate, understand the proposed work, and keep authorization and warranty documents. Ask how additional damage or estimate changes will be handled.

Notes to keep with your records

Date / location: _____

Police report reference: _____

Insurer / claim contact: _____

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Reviewed October 24, 2026. General information; not an assessment of vehicle safety, fault, or insurance coverage. If you suspect a safety problem, arrange qualified assistance and inspection.

Sources: NY DMV: traffic crashes | NY DMV: repair rights | NY DFS: auto insurance