

# Stay Safe, Stay Prepared

A guide to help you navigate emergencies confidently and ensure your well-being in any roadside situation.

**SKODA**

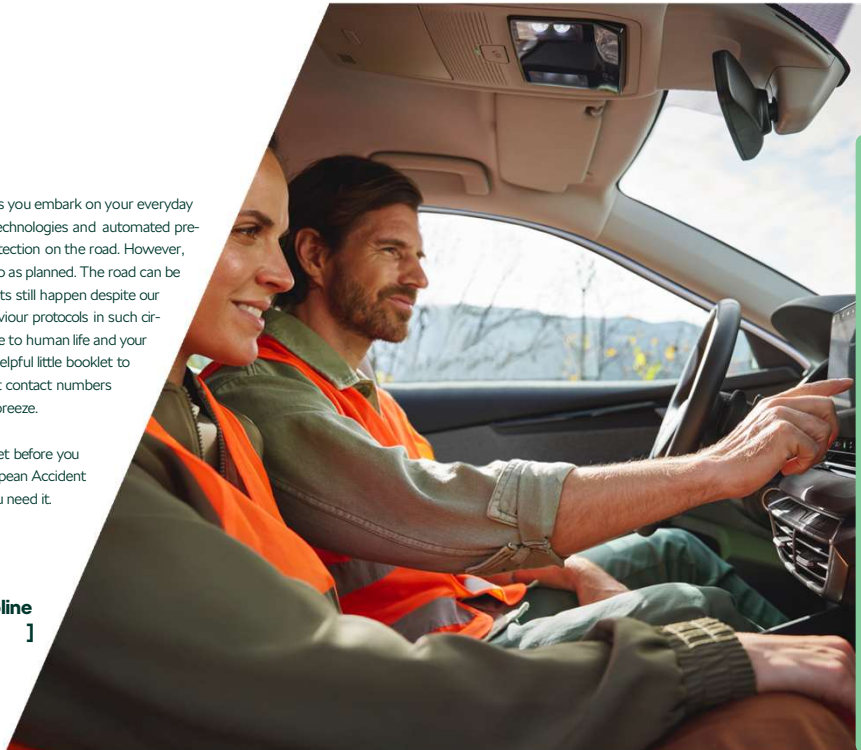


## With you, no matter what

Your Škoda is designed to keep you safe as you embark on your everyday explorations. Its host of advanced safety technologies and automated preventive systems give you the ultimate protection on the road. However, we understand that things don't always go as planned. The road can be an unpredictable environment and accidents still happen despite our best efforts. Knowing the safety and behaviour protocols in such circumstances can limit the potential damage to human life and your vehicle. That's why we put together this helpful little booklet to give you the tips, guidelines and important contact numbers that make dealing with any emergency a breeze.

We recommend going through this booklet before you hit the road. Also, keep a copy of the European Accident Report in the car for easy access when you need it.

 **Your local Škoda Helpline**  
[ 1800 813 764 ]



## Your digital valet

The **MyŠkoda App** is the digital companion of your Škoda. It's your portable portal to access various online mobility services and have an instant overview on matters of vehicle management.

In an emergency situation, the app can guide you to the nearest gas station / charging point, view any diagnostic issues or simply contact your Škoda authorised Dealer for repairs.



Android



iOS



### Emergency Communication Panel

This panel, usually located above the rear-view mirror is your go-to in case of an emergency. There are three buttons, each performing a manual or automated function.



### Information Hotline

This button connects you instantly with the Škoda hotline where one of our highly trained executives will guide you through your questions and concerns.



### Service Helpline

Allows you to connect to a Service Centre where they'll guide you on assessing the potential repairs and scheduling a service appointment.



### SOS number

In a serious accident where the airbags are deployed, the system automatically contacts emergency services, if a mobile network is available and depending on the vehicle model.



## If your car breaks down

There are many reasons why your car could be immobilised. But first and foremost, be sure to perform these measures if your car is blocking a lane:

1. Turn on the hazard lights



2. Put on a reflective vest



3. Set up a warning triangle



4. Contact your Service Centre



We recommend scanning this QR code to download and print the European Accident Report and keep it handy.



## If your car is involved in an accident

We know this is a stressful situation but a calm approach is needed to ensure that everyone gets through this safely. So, take a deep breath and do the following:

1. Turn on the hazard lights



2. Put on a reflective vest



4. Set up a warning triangle



5. Provide first aid



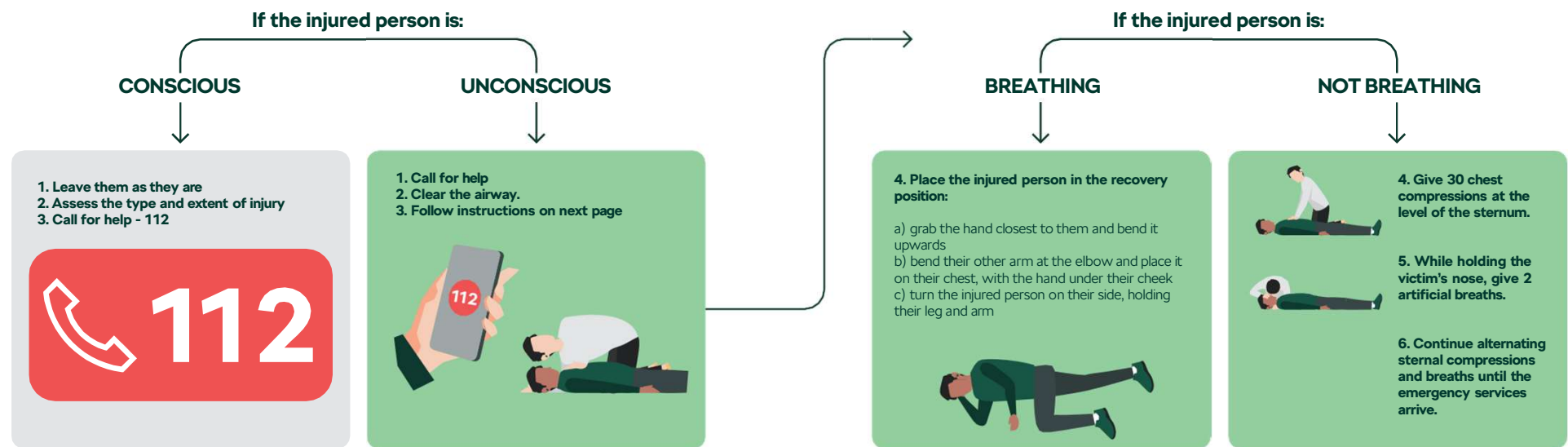
6. Take photos of the scene, of the damage and remove the vehicle from the road



7. Fill out the accident report



## First AID







## Your rights as an accident victim

As someone who has experienced an accident, you're usually entitled to have the costs related to the incident covered by the responsible party or their liability insurance.

**These may include:**

- › Recovery and/or towing services
- › Expert assessment fees
- › Repair costs
- › Cost of vehicle replacement or loss of use
- › Legal fees

Your Škoda partner is here to guide you through this process in line with the Legal Services Act. We're ready to support you with products from your insurance provider and ensure you get the help you need.

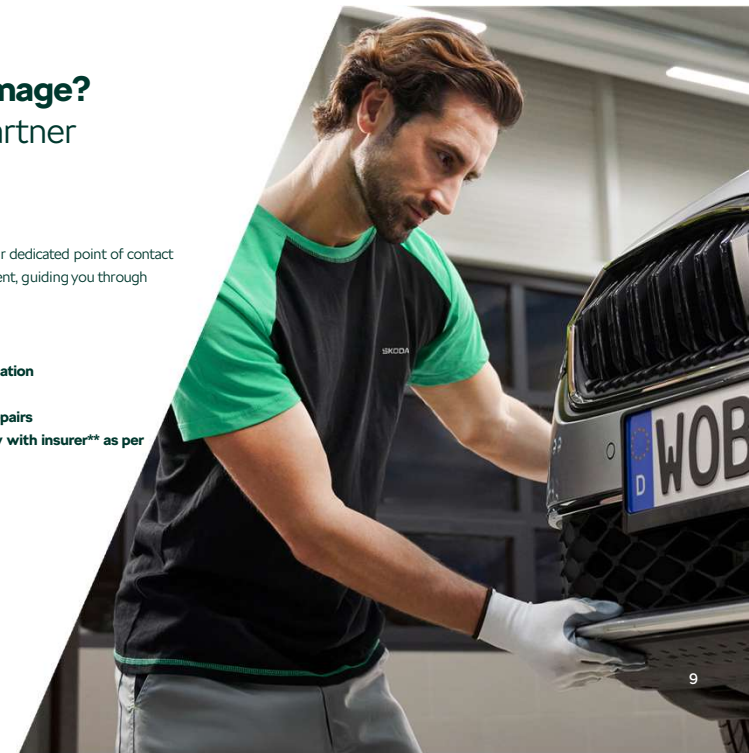
**Choose your repair workshop freely**

As owner of the damaged vehicle, you have the right to select your preferred repair workshop. Your local Škoda dealership is here to offer you reliable service and a quality guarantee for all repairs.

## Accident damage? Your Škoda partner to the rescue

Your Škoda partner serves as your dedicated point of contact during any claim or insurance event, guiding you through every step:

- › Reporting the claim
- › Arranging for an expert evaluation
- › Securing repair approvals
- › Ensuring fast, professional repairs
- › Handling repair costs directly with insurer\*\* as per policy terms & conditions



## Repair done right

Choosing an authorised service station ensures your car gets the best care, keeping it running smoothly and preserving its original quality. Here are some key benefits:

### **Manufacturer-approved expertise**

Technicians are trained and certified by the manufacturer, ensuring they perform repairs to the highest standards.

### **Use of genuine parts**

Authorised service stations use original or manufacturer-approved parts, preserving your car's performance, safety, and resale value.

### **Warranty protection**

Repairs and replacements are backed by warranty, giving you peace of mind and safeguarding your investment.

### **Advanced diagnostic tools**

Equipped with the latest diagnostic technology, authorised stations quickly identify and address issues accurately.

### **Preservation of vehicle value**

Proper repairs with genuine parts help maintain your car's market value in case you decide to sell it in the future.

### **Compliance with safety standards**

Repairs are performed in line with manufacturer and industry safety standards, ensuring your car remains roadworthy and safe.

### **Seamless insurance processing\*\***

Authorised service centres often have partnerships with insurers, streamlining claim approvals and cost settlements as per policy terms & conditions.

### **Trusted service record**

Repairs and maintenance done at authorised centres are logged, creating a reliable service history and boosting buyer confidence.





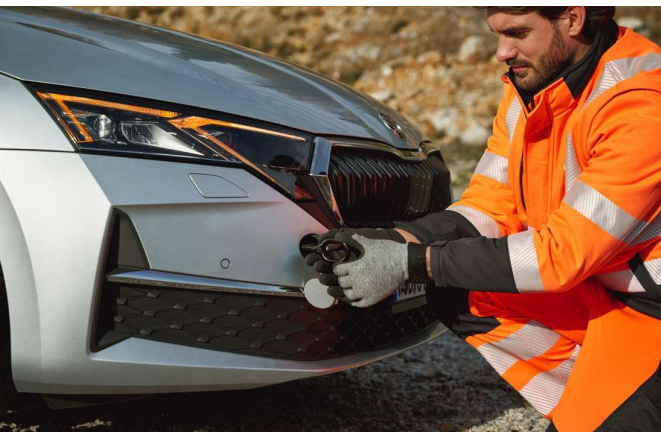
Use the QR code to visit the webpage of your local Škoda Team.

There, you'll find all the information you need about how we can support you in case of an accident—from expert guidance to repair services.

Let us take care of everything, so you can get back on the road stress-free.



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