

Examples of responding to emergency situations when renting a car

In case of a traffic accident

All accidents must be reported to the police, whether they are serious physical injury accidents or just minor accidents (such as a scraped headlight, or stripped paint from a bumper scrape).

If you are involved in an accident, immediately stop your vehicle.

If someone is injured, take action as described in steps 1 to 3.

For all other property damage accidents, take action as described in steps 2 and 3.

1 Aid the injured. (Call 119.)

First, give aid to anyone who is injured.

After that, quickly move the rental car to a location where it will not obstruct traffic.



Tell the following when emergency services (119) answer the call

1. It is emergency
2. Briefing about accident (injury condition)
3. Where you are
4. Your name and telephone number

2 Contact the police from the scene. (Call 110.)

Both the person at fault and victim are obligated to report to the police.

An accident certificate will be required at a later date, so take the steps necessary for that as well.

If you fail to report an accident to the police, a Collision Damage Waiver (CDW) cannot be applied. Be sure that an NOC is issued.



Report the following when police answer

1. What happened
2. When it happened.
3. Where it happened.
4. Your name and telephone number

3 Contact the car rental agency (company) from the scene.

Referring to the car rental agreement,

contact the agency's customer service representative.

Please note that for accurate information exchange, this may take a little time.



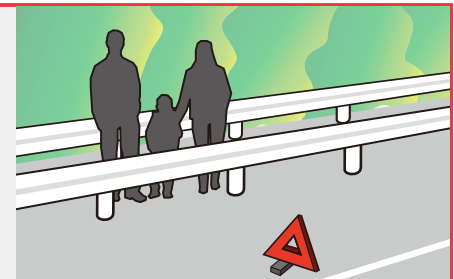
If collision occurs on a highway

The highway is very dangerous. If an emergency occurs, please make an emergency phone call after parking your car in as safe a place as possible, and ensure your safety by evacuating your car and find a safe position.

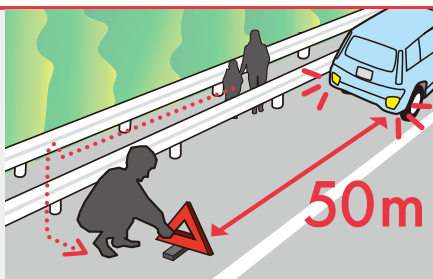
- 1 Light hazard lamps and move onto the shoulder



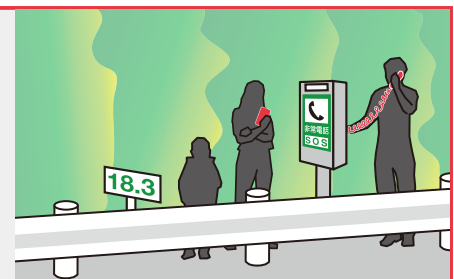
- 3 Evacuate to outside the guardrail



- 2 Place flare cylinder and warning reflector behind the vehicle



- 4 Call to ask for rescue by emergency phone or mobile phone



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If you are in trouble, please show the example sentences below with your finger to a Japanese speaker near you.



救急車を呼んでください

Please call an ambulance

警察を呼んでください

Please call police

日本語ができません

I can't speak Japanese.

この住所を教えてください

Please tell me the address of this location.

頭を打ちました

I hit my head.

あなたの電話番号と名前を教えてください

Please tell me your telephone number and name.

病院に行きたいです

I want to go to a hospital to see a doctor.

車が故障しました

The car broke down.

車が動きません

The car does not work.

鍵を閉じ込みました

I locked the key in the car.

駐車場はどこですか

Where is the parking lot?

車はどこに
停めればいいですか

Where should I park the car?

電話を
貸してもらえませんか

Could you lend me a telephone, please?

ガソリンスタンドは
どこですか

Where is a gas station?

レギュラー満タン
入れてください

Fill it up with regular, please.

〇〇は
どこにありますか

Where is 〇〇?

Information website

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East Nippon Expressway
Company [DoRaPuRa]

Highway information /
Service Area information etc.

Japanese / English / Traditional Chinese /
Simplified Chinese / Korea / Thai



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Expressway
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Japanese / English

