



VEHICLE & PROPERTY

EV Collision Claim Coordination Workbook

Coordinate qualified handling, insurer documentation, specialist assessment and custody decisions after an electric or hybrid vehicle collision.

WHAT THIS WORKBOOK HELPS YOU DO

- 01 ————— • Complete your vehicle and guide record
- 02 ————— • Complete your qualified custody handoff
- 03 ————— • Complete your assessment and position matrix

For people handling accident-related paperwork and preparing clear, evidence-backed questions.

Use it on screen or on paper. Save a personal copy before entering information. Blank response areas are fillable; printed copies work just as well. Keep completed copies private.

Scope. Educational organization tools, not legal, medical, tax or financial advice. No claim result, coverage decision or payment is promised. Verify policy language, current local rules and all deadlines with the appropriate professional or official source.



START HERE

Start with a clear working file

Work on one claim, account or issue at a time. Keep originals unchanged and label working copies with a short evidence ID. Complete the guidance in order, then use the worksheets to turn questions into an organized next step.

A practical order

- 01 Read the four guidance pages before filling the worksheets. Mark facts you can support and questions that still need an answer.

GUIDANCE / PAGES 03-06

- 02 Use the fictional examples to check your method. Their facts and dollar amounts do not describe your claim or predict an outcome.

EXAMPLES / PAGE 07

- 03 Complete the four working sheets, then use the readiness check and next-step page. Duplicate a worksheet when you need another record.

WORKSHEETS / PAGES 08-11

Protect your information

Store completed copies somewhere private. Use a claim or account suffix when a full identifier is unnecessary. Share only relevant copies through a verified recipient and appropriate channel. A saved PDF can contain personal information even when it is not open on screen.

Before a deadline. Do not wait to finish this workbook when a notice, release, court paper or policy deadline needs attention. Verify the actual requirement and seek qualified help promptly.



GUIDANCE 1

01

Put professional safety guidance first

A damaged electric or hybrid vehicle may require specialized professional handling. NHTSA warns that high-voltage components can remain energized and damage may create immediate or delayed hazards. Contact emergency services in an emergency and appropriate manufacturer, dealer or qualified professionals otherwise. Do not touch exposed wiring, open a battery, charge the vehicle or perform a procedure merely to complete this workbook. Record whom you contacted and their instructions. This is an administrative coordination tool, not safety clearance, diagnosis or a substitute for emergency advice.

Identify exact vehicle and official guide

Record make, model, model year and relevant identification information. Find current manufacturer-specific emergency-response information through an official source. NHTSA provides a directory of manufacturer-submitted guides for responders, including towing and storage information. Save the guide's title, revision and link for the professionals handling the vehicle. Do not treat technical responder procedures as do-it-yourself instructions. Similar-looking models and different years may require different information. Ask the manufacturer or qualified professional to confirm applicability rather than relying on a generic internet checklist.

RELATED WORKING SHEETS

- Vehicle and guide record
- Qualified custody handoff

Sources for this page: [1], [2]. See the linked source guide.



GUIDANCE 2

Map custody and responsibility

02

List the custodian, tow operator, storage facility, repairer and insurer contact. Ask who is qualified and responsible to determine transport and storage requirements, and record their answer. Share relevant official vehicle information through authorized channels. Do not relocate the vehicle yourself or rely on a generic towing method or distance for every EV. Separate permissions and destination acceptance from technical safety judgments. The custody map should identify the next professional decision and prevent conflicting instructions from different organizations.

Organize specialist assessments

Request available written assessments from appropriately qualified EV professionals. Record what was inspected, by whom, when and what remains unknown. Distinguish an initial observation from a completed diagnostic or manufacturer-directed assessment. Do not interpret codes or decide independently that battery replacement is needed. Ask the specialist to explain proposed work, the supporting vehicle-specific procedure and further assessment requirements. Index reports, images and estimate versions without requiring consumer access to hazardous components. A complete file supports insurance discussions without turning the workbook into a technical opinion.

RELATED WORKING SHEETS

- Qualified custody handoff
- Assessment and position matrix

Sources for this page: [1], [2]. See the linked source guide.



GUIDANCE 3

03

Separate repair, warranty and insurance

Use separate columns for the repairer's recommendation, manufacturer or warranty position and insurer coverage response. Different organizations may answer these different questions. Ask each to identify the supporting document or procedure. Do not assume a warranty covers collision damage, insurance funds every recommendation or a large estimate automatically requires total loss. Use the separate valuation audit for vehicle-value disputes. If a defect or recall may be involved, obtain appropriate help; this workbook does not investigate causation or prepare a regulatory safety complaint.

Track specialized costs and delays

Track transport, specialized storage, assessment, repair and substitute transportation separately. Distinguish quotes, actual expenses and disputed requests. Record professional availability and expected dates without claiming every delay is unavoidable or insurer-funded. Seek written reimbursement clarification where possible before new commitments. Compare towing, storage and substitute-transportation costs separately, using written quotes and actual receipts. Maintain a clear chain of qualified instructions and vehicle-specific documents. Preserve uncertainty so an incomplete assessment does not become a falsely precise final budget.

Keep each organization's position tied to its own supporting document.



Sources for this page: [1], [2]. See the linked source guide.



GUIDANCE 4

04

Prepare the professional handoff

Prepare a concise packet for the next professional or reviewer: vehicle identity, custody location, official-guide link, assessment summary, reports, estimates and open questions. Include only necessary information and keep sensitive account details separate. Attribute technical conclusions to their professional author. Do not declare the vehicle safe to move, charge or drive unless accurately relaying current, applicable instructions from the responsible qualified professional, without broadening them. Confirm receipt and identify who is responsible for the next action so the file does not stall between organizations.

Confirm disposition and records

Record the documented outcome: authorized repair, professional transfer, total-loss surrender or another disposition. Obtain final reports, instructions, payment position and custody receipts. An insurance claim closing does not certify vehicle safety. If retained, verify title, registration and insurance through the appropriate authorities and retention workbook. Assign unresolved technical issues to qualified people and do not mark them complete based on paperwork alone. Close when custody, financial status and required professional follow-through are understood and documented.

RELATED WORKING SHEETS

- Qualified custody handoff
- Specialized cost and disposition record

Sources for this page: [1], [2]. See the linked source guide.



FICTIONAL EXAMPLES

Work through the examples

These invented cases demonstrate the method. They are not case results, estimates of what you will receive or statements of universal rights.

01 Example 1

Record technical uncertainty rather than resolving it yourself.

The body estimate lacks a completed battery assessment. Mark battery condition unknown, identify a qualified assessor and ask for the inspection plan. Do not infer safety or mandatory replacement.

02 Example 2

Confirm exact guide applicability.

The tow facility has a guide for a different model year. Record the mismatch and ask the manufacturer or qualified handler to identify the applicable guidance.

03 Example 3

Separate recommendation from payment.

A specialist quotes \$850 for assessment. Record the quote and insurer approval separately; technical need does not establish reimbursement.



WORKSHEET 1

01

Vehicle and guide record

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Make/model/year

Masked vehicle identifier

Powertrain type

Official guide URL

Revision

Professional confirming applicability

Contact

Instruction source/date

Related guidance: Put professional safety guidance first



WORKSHEET 2

02

Qualified custody handoff

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Location/custodian

Transport provider

Technical decision-maker

Instruction reference

Destination acceptance

Permissions

Transfer date

Receipt

Open safety question

Related guidance: [Map custody and responsibility](#)



WORKSHEET 3

03

Assessment and position matrix

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Professional/qualification

Assessment scope/date

Findings

Unknowns

Proposed operation

Vehicle-specific source

Warranty position

Insurer position

Version

Related guidance: [Separate repair, warranty and insurance](#)



WORKSHEET 4

04

Specialized cost and disposition record

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Cost category

Quote/incurred amount

Date

Payer position

Assessment/parts delay

Supporting report

Disposition

Title/registration question

Final professional instructions

Related guidance: [Prepare the professional handoff](#)



READINESS REVIEW

Check the file before using it

REVIEW EACH ITEM BEFORE MOVING ON

- ☐ Professional/emergency guidance obtained?
- ☐ Exact guide confirmed?
- ☐ Qualified handler/destination?
- ☐ Assessment limits recorded?
- ☐ Technical and coverage positions separated?
- ☐ Disposition supported?

What still needs attention

Open fact or decision, who can resolve it, and the source needed

Completion standard. The working file is complete when the important facts are supported, the next action is assigned and any unresolved issues remain clearly visible. A completed checklist does not establish coverage, entitlement or legal compliance.



ACTION PLAN

Write down the next step

Choose the smallest useful next step. Make the request specific enough that the recipient can locate the record and explain or address the exact issue. Keep proof of what you sent and what came back.

The exact issue or request

Evidence IDs and document versions that support the request

Verified recipient and channel

Date sent and follow-up date

What response will resolve the issue, and what still needs professional review

Separate decisions. A courtesy follow-up date is not a legal deadline. A document request does not automatically pause another requirement. Do not sign, settle, move property or disclose sensitive records merely because a box on this page is complete.



REFERENCE GUIDE

Sources and scope

The linked official sources support the educational background. The forms and examples are original organization tools. Sources were checked on October 1, 2026; policies, procedures and law may change. Recheck the current source before relying on a rule.

[1] NHTSA

Explains qualified EV service, towing precautions and hazards after damage. Scope: Safety guidance, not a coverage decision or permission for consumer technical work.

<https://www.nhtsa.gov/vehicle-safety/electric-and-hybrid-vehicles>

[2] NHTSA

Hosts manufacturer-submitted model-specific guides and rescue sheets for responders, including towing/storage information. Scope: Professional reference; confirm model/year and revision, never generalize a procedure.

<https://www.nhtsa.gov/emergency-response-guides>

Keep the scope clear

No diagnosis, safety clearance or warranty/insurance promise.