

TOYOTA GHANA FREQUENTLY ASKED QUESTIONS (FAQs)

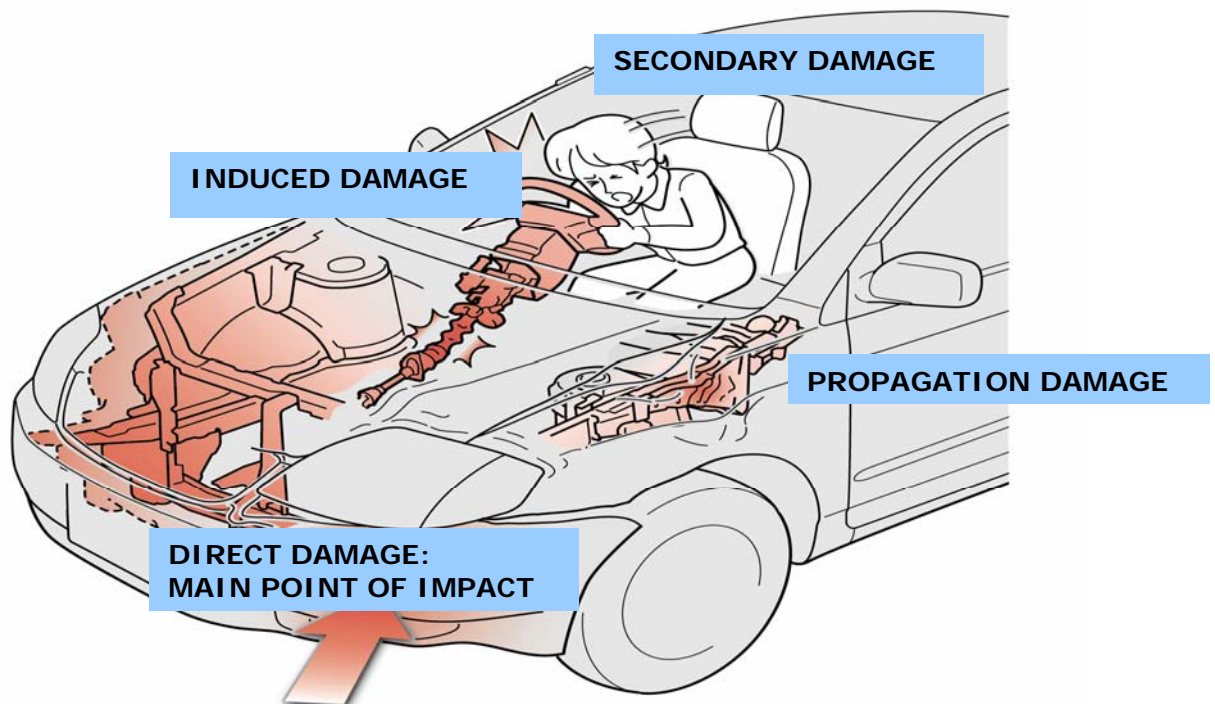
CUSTOMER: Why most parts are replaced instead of repairs (since we have trained staff) to cut longer lead times on parts ordering and high part costs?

TGCL: Most customers will want affected parts replaced with new ones at any cost. Besides, when the repair costs of affected parts are estimated to be more than 70% of cost of replacement with new parts, we encourage replacement.

CUSTOMER: Why sometimes accidents involve one part of vehicle yet estimates include other part components?

TGCL: Depending on the extent and type of damage, other parts of the vehicle may be affected due to ripple effect. And if the other affected parts compromises on the safety-integrity of the accident vehicle, we will have no option than to repair/replace them.

(See illustration below where a direct damage can induce other damages through the ripple effect: propagation, induced, and secondary)



CUSTOMER: Why upfront/deposit payments since full bill will be settled on completion of transaction (repair work and parts ordering)?

TGCL: Our operations over the years have informed a policy which seeks a 75% deposit in payments of any major body or paint repair work yet to be carried out, as a commitment from our customers.

TOYOTA GHANA FREQUENTLY ASKED QUESTIONS (FAQs)

CUSTOMER: Why is the need for contingency charges?

TGCL: Assessment and estimates of affected parts in an accident are not always comprehensive. Thus, for the chances that there may be hidden affected parts, we make room for contingency charges.

CUSTOMER: Why not stock more body parts since we command a substantive share of vehicle sales in Ghana?

TGCL: Most body parts are not stocked since their movement is erratic, with some parts not moving at all. Stocking such parts in large quantities only increases our bad debt.

CUSTOMER: What are the type of damages, and how long does repair work take?

TGCL: Theoretically, there are three categories of extent of damage on accident vehicles and each requires a number of working hours to fully rectify them.
(See illustration for details)



MINOR DAMAGE: Small dents and paint scratch, takes about 4-5 hours to rectify.



MEDIUM DAMAGE: Takes about 8-15 hours to rectify.

CONTACT

For enquiries you may contact:
Charles Danquah
Body and Paint Manager
Toyota Ghana Co. Ltd.
Accra Branch
P. O. Box 1644
TEL: +233-21-910270 (direct)
EMAIL: cdanquah@toyotaghana.com

Isaac Arku Korsah
Body and Paint Service Advisor
Toyota Ghana Co. Ltd.
Accra-Branch
P. O. Box 1644
TEL: +233-21-910270 (direct)
EMAIL: ikorsah@toyotaghana.com