

# YOUR AT-A-GLANCE GUIDE TO HANDLING A BREAKDOWN

## **RULE 1:** AVOID BREAKING DOWN IN THE FIRST PLACE

If your vehicle is professionally serviced and has the appropriate modifications you should have years of trouble-free motoring. On top of that, you can do these **POWDER** checks yourself.

**PETROL:** (or diesel) have you got enough? Do you know where you'll fill up?

**OIL:** check once a month.

**WATER:** check radiator and screenwash at least once a month, more in winter for screenwash.

**DAMAGE:** check wipers, lights etc, for signs of damage or wear.

**ELECTRICS:** are lights, indicators, and other electrical controls working?

**RUBBER:** Tyres – are they inflated, with good tread and free from damage?

## **RULE 3:** BE PREPARED

### **In-car checklist**

- Warm clothes
- Hi-vis jacket
- Breakdown cover details
- Charged mobile phone and spare battery
- Atlas
- A snack and a drink
- Any necessary medication
- Torch

## **RULE 2:** PLAN YOUR JOURNEY

Good sources of information are available to plan your journey and take into account traffic, weather and likely delays.

There is a journey planner at **[www.transportdirect.info](http://www.transportdirect.info)**

Live traffic information is available through:

- **TV:** Ceefax and Teletext (red button)
- **Phone:** For traffic information and all other enquiries call 0300 123 5000
- **RNID Typetalk:** Using the above numbers
- **Web:** [www.highways.gov.uk](http://www.highways.gov.uk)

On the road, use traffic radio to monitor traffic and keep an atlas available to find alternative routes or places to stop if needs be.

## **RULE 4: DEALING WITH A BREAKDOWN**

### **If possible, do the following**

1. Pull onto the hard shoulder.
2. Park as far left as possible.
3. Turn on hazard warning lights plus side lights if it's dark.
4. Leave animals in the vehicle, or get them under control.
5. Get out your breakdown cover details
6. Everyone then leave the vehicle through a left hand door and get off the carriageway. Do not put out a warning triangle.
7. One person should follow the arrows on the roadside markers to the nearest accessible Emergency Roadside Telephone.
8. They should pick up the phone and tell the Highways Agency operator the problem with the vehicle (they will know your location), about all relevant disabilities, and details of any breakdown recovery service. The operator can help assign a recovery agent at your expense if you don't have breakdown cover and can ring them for you if you do.
10. Stay in a safe place off the road and await help.
11. Highways Agency Traffic Officers will come to keep you safe until your breakdown recovery service arrives.

### **If you can't or are reluctant to get out of the vehicle, do the following**

1. Pull onto the hard shoulder.
2. Park as far left as possible.
3. Turn on hazard warning lights plus side lights if it's dark.
4. Stay in the vehicle with seatbelts on.
5. Get out your breakdown cover details.
6. Look for distance marker signs that show your exact location.
7. If you have a mobile phone, dial 999 and tell the operator the problem with your vehicle, about all relevant disabilities and details of your breakdown recovery service.
8. Call your breakdown recovery service if the police operator has not already agreed to do so.
9. If you don't have breakdown cover, you will be in the hands of the emergency services, who will assess your situation and decide on the response required.
10. Wait in your car with the wheels turned to the left and your seatbelt on.