

Navigating car breakdowns



Drive yourself towards the right decision after a breakdown without getting exhaust-ed with our handy tips



Before you rev up

- **Check fuel levels** as low fuel is a common cause of breakdowns
- **Keep an eye on your battery** as repeated short journeys can flatten them
- **Inspect your tyres** as flat and worn tyres can be dangerous
- **Check your screen wash** as it's essential for year-round safe motoring
- **Keep a copy of your breakdown cover documents** in your glove compartment
- **Save your** breakdown provider's emergency number
- **Download the [what3words](#)** app to your mobile phone, so you can easily find and share your location if you need to



Staying calm if you breakdown

- **Listen out for unusual sounds;** keep an eye on dashboard warning lights and don't ignore that loud beep that alerts you when you're about to run out of fuel or electricity
- **Try to stay calm** and keep others in the car calm too
- Remember **your breakdown professional will be with you as soon as possible**

Being visible if you breakdown

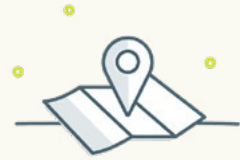
- **Turn on your car's hazard lights,** and its side lights if conditions are gloomy. If you're not in a safe place, such as a layby or service station, you'll need to assess whether it's safe to leave the car.

- **Make sure you wear a hi-vis jacket.** This makes it easier for other drivers to see you on a busy road, in poor weather and in the dark when you get out of the car.
- **Put out a warning triangle.** If you have a warning triangle, place it at least 45m behind your car if it's safe to do so. This gives other drivers a heads up that there's a hazard ahead. Don't place a warning triangle on the motorway – it's too dangerous.

Staying safe if you breakdown

- **If you think your car is about to stop**, try to find a safe place to pull over. On a dual carriageway or on a motorway, this could be a layby or hard shoulder.
- **If the car grinds to a halt before you reach a safe place**, try to bring it to a halt as far away from the main flow of traffic as possible. Pull off the road if you can on an A or B road and pull on to the hard shoulder on a motorway.
- **If you're on a smart motorway and there's no hard shoulder**, stop in the emergency refuge area or pull over off the road if you can.
- **When you stop on a motorway hard shoulder**, normally the safest place to wait for help is away from moving traffic and so that you can see the rear of the vehicle.
- **If you stop in a live lane of a motorway** or on the carriageway and you can't safely move the car off the road, put your side lights and hazard lights on straightaway. If you decide to remain in the vehicle, put your seatbelts on and call 999.
- **Never try to fix the car at the side of the road**, call your breakdown service and leave it to the professionals.

Calling for help



- With a motorway breakdown, there are markers on the side of the road that indicate the nearest emergency phone and your location. If safe to do so, you can walk along the hard shoulder to the nearest emergency phone or you can call your breakdown service for help.
- Try to remember the last turn off, or check your phone's GPS for your location especially with motorway breakdowns
- Use the [what3words app](#), open it up and you'll be able to find your location and it's unique three word reference
- Contact your breakdown cover provider if you feel unsafe in the area you've broken down. They'll advise you on what to do and will often prioritise people who are stuck in unsafe situations.

Essential kit



Some basic essentials can make a bad breakdown situation much more bearable. Don't forget to have these in your vehicle in case of breakdowns:

1. Mobile phone
2. Spare tyre and jack
3. Empty fuel carrier
4. Warm clothes and a waterproof coat
5. High-vis vest, torch and warning triangle
6. First aid kit, food and water
7. Jump leads
8. Spare screen wash, de-icer and a scraper



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