



MOTORWAY BREAKDOWNS

BREAKDOWN GUIDANCE:

- Move the vehicle slowly onto the hard shoulder and stop as far left as possible
- Try to stop near an emergency telephone - they are one mile apart and arrows on the marker posts indicate the nearest one
- Switch on the hazard warning lights and keep side lights on
- Driver and passengers must exit the vehicle by the left doors
- Wait behind the crash barrier or on the grass verge, well away from the motorway and hard shoulder
- Wear a fluorescent/reflective jacket that should be kept in the vehicle glove box at all times
- Use the motorway telephone to seek assistance. They are free and connect directly to the police. Most motorway phones are monitored by video cameras and linked to the local police. It will trigger warnings to other drivers on the overhead gantries.
- If you are alone, tell them. If someone approaches you while on the phone, give the police the vehicle registration and description of the driver. Return to your vehicle and lock yourself in via the left-hand door.
- Always face oncoming traffic when using the motorway phone
- The Highway Code advises you to decide whether to stay in the vehicle or stand on the verge. The Department of Transport, Police, RAC and AA advise to stay on the verge, only re-entering if you feel you are in danger.
- 10% of all fatal motorway incidents take place on the hard shoulder. Consider the weather, time of day and if it is dark and deserted or busy and well lit.
- When the breakdown service arrives, check that the driver knows your name and has in fact been sent to you
- When rejoining the motorway, build up speed along the hard shoulder, signal and move onto the near side lane when it is safe
- Remember: NEVER attempt repairs yourself

It can be a driver's worst nightmare when their vehicle breaks down, particularly on a busy motorway. It is crucial that you understand how to keep you and any passengers safe if it happens.

If you have enough warning, or feel the problem developing, move over to the nearside carriageway as soon as possible. Do not stop on the carriageway.

Take your time, don't panic or cause other traffic to brake. Leave the motorway at the next exit or pull into the service area.

If you are unable to do so, remember our guidance.

Did you know?

Many breakdowns are the result of neglect, failing to make routine checks on the vehicle, in particular running out of fuel.

Proper vehicle maintenance and pre-drive checks could prevent a breakdown from occurring.

Remember!

You should always ensure that you have adequate breakdown cover for any vehicle you may use to undertake business journeys.