

# VEHICLE BREAKDOWN

## GUIDELINES & SAFETY TIPS



*In the event of a breakdown, the National Safety Council suggests the following general guidelines to ensure the safety of yourself and your passengers.*

### KNOW YOUR LOCATION

- ❑ Continuously monitor your location in the event you need the information when calling for assistance.
  - **Rural/Suburban Areas:** Restaurants, service stations, shopping centers, closest cross streets.
  - **Highways:** Mile markers, exit numbers, Rest Areas.
- ❑ There are mobile phone numbers for reporting emergencies that vary by state, region, and city. Motorists should obtain numbers for their localities and keep them at hand in case of emergencies. When calling, stay on the line until the dispatcher has enough information to be able to send help.

### ASSESS YOUR VEHICLE PROBLEM

- ❑ Be aware of any warning signs that your vehicle is not functioning properly. If possible, try to reach an exit if you notice a problem.
  - Maintain the radio at a moderate level to ensure you can hear any unusual noises.
  - In the event of a flat tire, do not panic – signal, slow down, put emergency flashers on, and pull off to the shoulder (avoiding any sudden maneuvers).
  - In the event you run out of gas or the engine stops, turn on your emergency lights, steer the vehicle out of traffic, and let the momentum of the vehicle guide you to a safe place.

### PULL OFF THE ROAD

- ❑ Always pull over on the shoulder as far away from traffic as possible, usually to the right shoulder.
  - On Interstate Highways (multi-lane) with medians, there may be more room to pull over to the left.
  - Once safely off the highway, wait inside your vehicle with the doors locked. Use your cell phone to call for help. If it's dark, put on your dome lights.
- ❑ In the event you can not pull off the road:
  - Put hazard lights on immediately.
  - DO NOT attempt to push your vehicle to safety.
  - Use your judgment when determining to remain in the vehicle or evacuate to safety (understand traffic patterns).
  - Do not stand in front of or behind the vehicle as other drivers may not be able to see you.

### ALERT OTHER MOTORISTS

- ❑ Your vehicle should always be visible to other motorists.
  - Turn on hazard lights, consider raising the vehicles hood, and tie a bright colored cloth to the antenna/door handle.

### COMMUNICATE YOUR SITUATION

- ❑ Once in a safe location, notify others (police, towing company, supervisor, etc.).
  - Remember landmarks from the “Know Your Location” Section.
  - Never leave passengers unattended in the vehicle.

### REMAIN WITH YOUR VEHICLE

- ❑ In most cases, it is safest to remain in your vehicle until a law enforcement officer or roadside service provider arrives.
  - Keep doors locked and windows open.
  - In extreme circumstances when you have to leave the vehicle, make sure you leave a note with where you are going and what time you left. Always walk on the right side of the highway and do not attempt to cross the roadway.
  - Call for help from your cell phone. If someone stops and offers to help, ask them to call the police.



contact our risk management department at 800.622.8272  
for additional risk management services and resources