



# EMERGENCY ADVICE PACK

PRINT THIS AND KEEP IN YOUR GLOVE BOX  
IN CASE OF EMERGENCY



## What To Do If Your Car Breaks Down

If you keep your car well maintained then you are unlikely to break down, but just in case you are unlucky here are a few tips to keep you safe.

### BUY BREAKDOWN COVER

Arranging breakdown cover through AA, RAC etc is an inexpensive way to give peace of mind that you can get help easily when you need it. The annual fee starts from around £35 and will mean that a well trained professional will come to help you when you are broken down away from home. If your car cannot be fixed straight away, they will arrange to tow your car to a garage or back to your home.

### MAKE THE CAR SAFE

Your first priority is to make sure your car does not become a danger to other road users. Turn on your hazard warning lights, and if possible park your car off the road in a safe place. If you have a reflective jacket, put it on, and if you feel your car might be hit by other traffic, place your warning triangle at least 50M behind your car to warn oncoming traffic. Sitting in your car can be dangerous in this situation so you and any passengers should wait somewhere safe away from the road. If you feel at risk from another person, return to your car and lock the doors. Leave your car again as soon as the danger has passed.

### ENGINE FAILURE

If your engine stops running you will lose all power and the car will start to slow down. Press the clutch down immediately to allow the car to coast far enough to reach a safe place to stop. Be careful steering, as if your car has power steering this will stop working and the steering will become much heavier to turn than usual. If you have time, turn on your hazard lights to warn others you are stopping quickly.

### ENGINE OVERHEATING

If you notice your engine is overheating (the temperature gauge reads higher than normal) then pull over somewhere safe, turn off the engine and give the car a chance to cool down. Do not continue driving as eventually the engine will seize up, doing terminal damage. The most common cause of overheating is the loss of engine coolant, so after the car has cooled for at least 30 minutes you should check the cars coolant level and top it up to help you get home. Do not attempt to open the coolant cap before it has cooled as the system is pressurized and boiling coolant might gush over you and cause burns.

### MOTORWAYS

Due to the high speed of passing traffic, breaking down on a motorway can be more dangerous than on slower roads. Ideally exit the motorway at the next exit, but if you have to stop ensure you get your car onto the hard shoulder, apply the hazard lights, and turn your steering slightly to the left - this will stop your car rolling back onto the motorway if hit from behind. Get everybody out of the vehicle using the left doors and wait in a safe place away from the carriageway. Do not attempt to repair your car, instead phone for emergency help. If you don't have a mobile phone the marker posts at the side of the road show which way to walk to find the nearest phone.



## What To Do After An Accident

It's easy to become confused if you are involved in a traffic accident or just witness one, so keep this guide in your car's glove box (ideally with a pen) and use it so that you act safely and follow the correct procedures.

### IT IS AN OFFENCE NOT TO STOP

Stop at the scene if you think your accident has caused injury or damage to vehicles or property.

### ENSURE THE SCENE IS SAFE

Switch off all cars' engines, turn on hazard warning lights and make sure oncoming traffic is aware of the accident.

### DIAL 999 (or 112 from a mobile)

If anyone is injured, the collision has caused a hazardous situation, or someone leaves the scene without exchanging details.

### STAY CALM

Don't admit blame or offer any form of settlement no matter how clear-cut you may think the cause of the accident is.

### CARRY A NOTEBOOK AND PEN

Use these to sketch out how the accident happened while you are at the scene. Use your mobile phone to take pictures as well if possible. Detail information such as street names, vehicle locations and direction of travel, skid marks, collision points and vehicle damage.

### NOT THE OTHER CAR'S DETAILS

Record the registration number, make, model and colour of all vehicles at the scene.

### EXCHANGE DETAILS

All drivers must exchange contact details by law. Get their name, address, phone numbers and insurance details. You must also provide this information to others.

### GET WITNESS DETAILS

If there is a witness record their name, address and vehicle registration. This might include passengers in other vehicles involved.

### RECORD ANY OTHER DETAILS

Record anything you think might be important – for instance, if you think the driver of the other vehicle has been drinking or using a mobile phone, or if the weather or road conditions contributed to the accident.

### HIT A DOG OR FARM ANIMAL?

You must by law report the incident to the police. If you hit a cat or wild animal, there is no obligation to report it as long as the animal is not injured or suffering.

### NOTIFY YOUR INSURANCE COMPANY

Once home, notify your insurer about any collision you were involved in, regardless of whether a claim will be made or whose fault it was. Give your insurers all the details of the incident you took from the scene.



# How To Change A Wheel

Thankfully it's a fairly rare occurrence to get a puncture, but it's worth practicing how to change a wheel just in case you are unlucky. Of course, you could phone someone for help, but what if you are somewhere without mobile phone signal? Changing a wheel should normally take around 15 minutes - here is what to do:

## GETTING PREPARED

- Park the car somewhere safe that has flat and solid ground, and apply the handbrake firmly. Jacking up a car on a hill is dangerous, as the car might roll and topple off the jack. If you have passengers with you, ask them to get out of the car and wait somewhere safe.
- Open the boot and locate the spare wheel and car's jack and tools. The tools and jack can be stored in unusual places on some cars, so if they are not easily found take a look in the car's manual.
- If your car has plastic wheel covers, remove the one on the flat tyre's wheel. If your car has locking wheel nuts, find the adapter and place it on the locking wheel nut. Some cars have plastic covers over the wheel nuts - remove these if needed.

## REMOVING THE WHEEL

- Place the jack under the jacking point for that wheel - look for two small notches on the sill underneath the car body. Do not put the jack anywhere else as you might damage the car - consult your cars manual if you need further clarification. Now use the handle supplied to raise the jack until the car body lifts slightly, but the wheel is still on the ground.
- Use the wheel nut wrench to loosen (but not remove) the wheel nuts in an anti-clockwise direction. It's safer to pull the wrench upwards, so if it does come loose you won't hit your hand into the ground accidentally. If the nuts are very tight then try standing on the wrench instead to get more force, but be careful.
- Raise the jack to lift the car high enough that the wheel is just off the ground.
- Now remove the wheel nuts completely, and finally lift the wheel off the car. Make sure you don't put any part of your body underneath the car, as you could be trapped if the car falls off the jack.

## FITTING THE SPARE

- Lift the new wheel onto the wheel studs, and then hand tighten the nuts clockwise back onto the car, ensuring the wheel is fully seated against the cars hub and does not wobble.
- Lower the car back to the ground with the jack.
- Fully tighten the wheel nuts to secure the wheel. Tighten nuts opposite to each other, to ensure the wheel seats correctly onto the car.
- Replace the old wheel and tools into the boot.
- Get the flat tyre repaired or replaced as soon as possible, just in case you get another puncture!

## NOTES

- Check your wheel nuts are still tight after driving 100 miles.
- Wheels are usually covered in brake dust, so keep a pair of thin rubber gloves in your boot to keep your hands clean.
- Use a floor mat from inside the car to kneel on if the ground is dirty or wet.
- If your car has a 'space saver' spare wheel (with a very skinny tyre) these are intended for temporary use at a low speed. Read the warning stickers and drive carefully.
- Many new cars don't have a spare wheel, instead they are supplied with a can of emergency tyre sealant and an inflation device to quickly repair minor punctures without needing to change a wheel.
- Don't forget to check the air pressure in your spare tyre when checking the other wheels, as you don't want to find it flat when you need to use it.