



What to do when you break down

There's never a good time to have your car suffer mechanical problems and breaking down can be a daunting experience. Read our guide which provides tips on how to stay safe and avoid putting yourself in danger.

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What to do depends on where you break down

On a motorway:

You must not use a warning triangle on the motorway hard shoulder.

1. Make sure you're in a safe place.

If you are on the motorway, drive to the next junction or the nearest services if possible. If you can't, indicate left and pull on to the hard shoulder calmly and smoothly. Make sure you stop as far to the left as you can, with the wheels turned to the left, in case the car rolls.

2. Put your hazard warning lights on.

If it's dark or foggy, keep your sidelights on too. Generally, if you can't see for more than 100 metres, the visibility is poor and that's when your fog lights should be used. Your aim is to make the vehicle as visible as possible, especially to other motorists.

3. Stay well away from moving traffic.

It's usually safest to get out of your car and wait behind a barrier. Always get out of the car through the left-hand doors – never attempt to exit on the driver's side. Make sure all passengers do the same. Once out of the car, move up the bank if you can. Leave animals in the car; it's safer for them and other road users if they're left inside.

4. Wear a reflective jacket if you have one.

5. Don't put a warning triangle on the hard shoulder if you're on a motorway – it's not safe.

6. Do not try to fix the problem yourself: you could put yourself in danger so always wait for professional assistance and do not return to your car, if possible.

7. Call for help: contact your breakdown provider or if you are a KINTO customer, contact your Help Desk and choose the breakdown option to report the breakdown and request assistance.

8. If you don't have a mobile, walk to an emergency phone on your side of the carriageway. Follow the arrows on the posts at the back of the hard shoulder – the phone is free and connects directly to the police.

Remember, the hard shoulder is only for breakdowns and emergencies, and is a dangerous place to be, given the speed of the vehicles travelling on the motorway; for everything else, leave the motorway or pull into the next motorway services.

On a road:

1. **Turn on your hazard lights and move your car off the road:** find somewhere away from traffic to pull over and park your car.
2. **Safely exit your car:** get everyone out of the car using the doors facing away from oncoming traffic and find a safe place to wait.
3. **Use your warning triangle:** If you have one, put a warning triangle at least 45 meters behind your vehicle to alert other road users.
4. **Call for help:** contact your breakdown provider or if you are a KINTO customer, contact your Help Desk and choose the breakdown option to report the breakdown and request assistance. If your car is obstructing traffic, call the police first who can help divert traffic.
5. If you find a safe place to stop away from traffic you can try to fix the problem yourself. If you are unsure what the problem is, you should wait for professional assistance.