



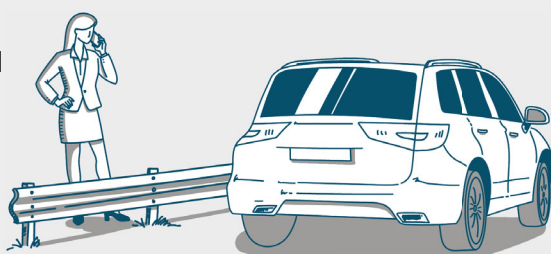
# MOTORWAY INCIDENTS & BREAKDOWNS

## Did you know?

- Every year National Highways traffic officers deal with more than 85,000 breakdowns on the strategic road network.
- Over 40% of these are caused by vehicles running out of fuel, poor tyre maintenance, power loss and engine trouble.

If your vehicle develops a problem or if you break down on the motorway:

1. Put your LEFT indicators on
2. Move into the LEFT lane
3. Exit LEFT at the next junction/services, or
4. Exit left into an emergency area or hardshoulder
5. Put your hazard lights on
6. Get behind a safety barrier and keep well away from moving traffic
7. Call National Highways on **0300 123 5000** then a breakdown provider for help



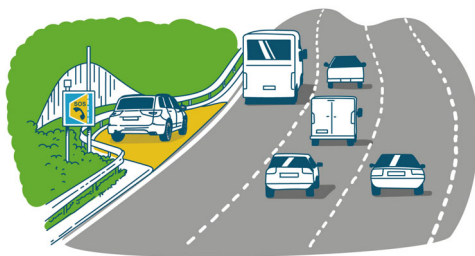
If you cannot do the above, or in an emergency, stay in your vehicle, keep seat belts and hazard lights on. **Call 999 immediately.**

If your car stops unexpectedly and it isn't safe to get out:

- stay in your vehicle
- keep your seatbelts and hazard warning lights on
- **call 999 immediately.** Alternatively, press your SOS button (if your vehicle has one) and ask for the police. The emergency services can alert National Highways who can close motorway lanes and send others help as required
- tell the operator if you're disabled and/or a vulnerable motorist

Emergency roadside telephones are usually situated at one-mile intervals along the hard shoulder of a motorway. These are free to use, connecting directly to a National Highways regional operations centre and identifying your location.

Emergency areas are designed to offer places to stop in an emergency on roads without hard shoulders. **Do not exit an emergency area without speaking to National Highways first.** They can set signs and warn approaching traffic that you're about to exit an emergency area.



Many breakdowns are avoidable - simple vehicle checks can help you have a safer journey while saving you time and money.

Ensure you have suitable recovery in place in the event of a breakdown.

For more advice and information please visit

**<https://nationalhighways.co.uk/road-safety/driving-on-motorways>**

### Reporting incidents on the strategic road network:

If you see something 'wrong' whilst travelling on the strategic road network, if it's safe and legal for you to do so, you can report it to National Highways' Customer Contact Centre on **0300 123 5000**.

If you see an incident, stranded vehicle, debris or obstruction in a live lane, call **999**.

### What information is useful when reporting an incident?

- What the issue is
- Location
- Marker post
- Road number
- Direction of travel
- Junction number
- What3Words (if you have a passenger in the vehicle)