Accelerator Stuck & Can’t Stop Vehicle

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### Accelerator Stuck & Can’t Stop Vehicle

<table>
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<tr>
<th>Step</th>
<th>Action</th>
<th>Details</th>
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</thead>
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<tr>
<td>1</td>
<td>Get Car into Neutral</td>
<td><em>(Automatic transmission)</em> Okay, shift into neutral or “N” now. <em>(Manual/Stick Shift transmission)</em> Okay, push in the clutch pedal first and shift into neutral or “N” now.</td>
</tr>
<tr>
<td>2</td>
<td>Can’t Shift (Automatic Transmission)</td>
<td>Okay, put your foot on the brake first and then try shifting it into neutral again. <em>(You may need to push the button on the side of the shift handle with your thumb to make it work.)</em></td>
</tr>
<tr>
<td>3</td>
<td>Turn Off Engine</td>
<td>Listen, I’ll tell you how to turn off your engine. Do you have a <em>standard key ignition</em> or a <em>start/stop</em> button?</td>
</tr>
<tr>
<td>4</td>
<td>Standard Key Ignition</td>
<td>Turn the ignition key just one click back <em>(ACC position)</em> so that the engine shuts off but it doesn’t lock your steering wheel. Turning off the ignition will change the power brakes and steering to manual mode. They should still work, but will be somewhat stiffer than normal <em>(harder to turn and press the brake)</em>.</td>
</tr>
<tr>
<td>5</td>
<td>Start/Stop Button</td>
<td>Do not just tap the start/stop button. Push it in firmly and steadily for at least 3 seconds until the engine completely stops. Turning off the ignition will change the brakes and steering to manual mode. They should still work, but will be somewhat stiffer than normal <em>(harder to turn and press the brake)</em>.</td>
</tr>
<tr>
<td>6</td>
<td>Slow and Stop Car</td>
<td>Apply firm, constant pressure to your brake pedal gradually until you come to a safe stop. Don’t pump the brake. Carefully slow down and steer to the side of the road. Tell me when you are stopped or if anything else happens.</td>
</tr>
<tr>
<td>7</td>
<td>Not Stopped Completely</td>
<td>Try to get the car stopped as best you can. Tell me when you are stopped or if anything else happens.</td>
</tr>
<tr>
<td>8</td>
<td>Stopped</td>
<td>Are you completely off the road? <em>(Automatic transmission)</em> Okay, keeping your foot on the brake, shift into park or “P” now. Turn the ignition off completely now. <em>(Manual/ Stick Shift transmission)</em> Okay, apply your handbrake now. Turn the ignition off completely now.</td>
</tr>
<tr>
<td>9</td>
<td>Safety Instructions</td>
<td>Are you parked in a safe place now? <em>Do not encourage</em> them to either exit the vehicle or remain in the vehicle.</td>
</tr>
</tbody>
</table>

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10 Exiting Car

If the car is not in a safe place and you must get out, be very careful of passing traffic or other hazards. Okay, turn on your hazard lights. Now look carefully all around first, then take your phone and get to a safer place. Tell me when you think you are completely safe.

11 Staying in Car

Turn on your hazard lights and wait for help to arrive.

12 Exact Location

Okay, tell me exactly where you are now (address, landmarks, mile marker, exit number, etc.).

13 Vehicle Description

I need the description of your vehicle (colour, year, make/model, registration number, state/territory, lights on or off).

14 Stay on Line

Stay on the line with me, and tell me immediately if anything changes for the worse or if someone comes to help you.

Academy HiRISC Policy

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CRITICAL ED INFORMATION

- Some vehicles require pushing a button on the side of the shift handle with your thumb to allow shifting to neutral.
- A standard key ignition must be turned off only as far as the ACC position, which shuts down the engine but not the lights and accessories (like when you want the radio still on).
- Turning off the ignition to the ACC position will change the brakes and steering to manual mode. They should still work, but will be somewhat stiffer than normal (harder to turn and press the brake).
- In no case advise them to remove the key from the ignition until the vehicle is stopped.
- Do not encourage them to either exit the vehicle or remain in the vehicle.