



Accelerator Stuck & Can't Stop Vehicle

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1 Get Car into Neutral

(Automatic transmission) Okay, **shift** into **neutral** or “N” now.

In Neutral → 6

Unable to Shift → 2

(Manual/Stick Shift transmission) Okay, **push in** the **clutch pedal** first and **shift** into **neutral** or “N” now.

In Neutral → 6

Unable to Shift → 3

2 Can't Shift (Automatic Transmission)

Okay, put your **foot** on the **brake first** and then try **shifting** it into **neutral** again. (You may need to **push** the **button** on the **side** of the **shift handle** with your **thumb** to make it work.)

In Neutral → 6

Still Unable to Shift → 3

3 Turn Off Engine

Listen, I'll tell you how to **turn off** your engine. Do you have a **standard key ignition** or a **start/stop** button?

Standard Key → 4

Start/Stop Button → 5

4 Standard Key Ignition

Turn the **ignition key** just **one click** back (ACC position) 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** (harder to turn and press the brake).

→ 6

5 Start/Stop Button

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** (harder to turn and press the brake).

→ 6

6 Slow and Stop Car

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.

Not Stopped Completely → 7

Stopped → 8

7 Not Stopped Completely

Try to get the car **stopped** as best you can. **Tell me** when you are **stopped** or if **anything else** happens.

Stopped → 8

Repeat/Reassure

8 Stopped

Are you **completely off** the road?
(Automatic transmission) Okay, **keeping** your **foot** on the brake, **shift** into **park** or “P” now. **Turn the ignition off** completely now.

(Manual/Stick Shift transmission) Okay, **apply** your **handbrake** now. **Turn the ignition off** completely now.

Engine Off → 9

9 Safety Instructions

Are you **parked** in a **safe place** now?

*** Do not encourage** them to **either exit** the vehicle or **remain in** the vehicle.

Exiting Car → 10

Staying in Car → 11



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**.

→ 12

11 Staying in Car

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

→ 12

12 Exact Location

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

→ 13

13 Vehicle Description

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

→ 14

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.

End

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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.



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