Accelerator Stuck & Can’t Stop Vehicle

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# Accelerator Stuck & Can’t Stop Vehicle

## 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

## 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
- Unable to Shift → 2

## 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 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).

- Turn the ignition to ACC position
- Shift into neutral or “N”
- Press the clutch pedal
- Press the brake pedal
- Turn the ignition to OFF

## 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).

- Push the start/stop button firmly
- Turn the ignition to OFF

## 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.

- Press the brake pedal firmly
- Turn the steering wheel
- Slow down and steer to the side of the road
- Tell me when you are completely stopped

## Not Stopped Completely

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

- Press the brake pedal firmly
- Turn the steering wheel
- Slow down and steer to the side of the road
- Tell me when you are completely stopped

## 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 emergency brake now. Turn the ignition off completely now.

- Press the brake pedal firmly
- Turn the steering wheel
- Slow down and steer to the side of the road
- Tell me when you are completely stopped

## Safety Instructions

Are you parked in a safe place now?

- Press the brake pedal firmly
- Turn the steering wheel
- Slow down and steer to the side of the road
- Tell me when you are completely stopped

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

- Exit the car
- Stay in the car

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**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**.

**Staying in Car**

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

**Exact Location**

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

**Vehicle Description**

I need the **description of your vehicle** (color, year, make/model, license, state/province, lights on or off).

**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**.

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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.