



Accelerator Stuck & Can't Stop Vehicle

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1 Get Car into Neutral

(Automatic transmission) Bien, haga el cambio a **neutral** o “N” ahora.

In Neutral → 6
Unable to Shift → 2

(Manual/Stick Shift transmission) Bien, presione el **pedal de embrague** (clutch) primero y **cambie a neutral** o “N” ahora.

In Neutral → 6
Unable to Shift → 3

2 Can't Shift (Automatic Transmission)

Bien, ponga su **pie** en el **freno primero** e intente **hacer el cambio a neutral** nuevamente. (Puede ser necesario **presionar** con el **pulgar** el **botón** que está al **lado** de la **palanca de cambios** para hacer que funcione.)

In Neutral → 6
Still Unable to Shift → 3

3 Turn Off Engine

Escuche, le diré como **apagar** su motor. ¿Tiene usted una **llave para encender el motor** o un botón de **encendido/apagado**?

Standard Key → 4
Start/Stop Button → 5

4 Standard Key Ignition

Gire la **llave de encendido** solamente un **clic** hacia atrás (posición de ACC) de manera que el motor **se apague** pero **no bloquee su volante**.

Apagar el motor **cambiará** los frenos asistidos y el volante al **modo manual**. **Todavía funcionarán**, pero estarán un poco **más rígidos de lo normal** (resultará más difícil girar y presionar el freno).

→ 6

5 Start/Stop Button

No solamente **toque** el botón de **encendido/apagado**. **Presiónelo firmemente** y de **manera continua** durante al menos **3 segundos** hasta que el motor se detenga completamente.

Apagar el motor **cambiará** los frenos y volante a su **modo de operación manual**. **Todavía funcionarán**, pero estarán un poco **más rígidos de lo normal** (resultará más difícil girar y presionar el freno).

→ 6

6 Slow and Stop Car

Aplique **presión firme y constante** a su pedal de freno **gradualmente** hasta llegar a una parada segura. **No bombee** el freno. Con cuidado **reduzca la velocidad** y **diríjase** hacia un **lado** de la carretera. **Aviseme** cuando esté **parado** o si **algo más** pasa.

Not Stopped Completely → 7
Stopped → 8

7 Not Stopped Completely

Intente conseguir lo mejor que pueda que el automóvil se **detenga**. **Aviseme** cuando esté **parado** o si **algo más** pasa.

Stopped → 8
Repeat/Reassure

8 Stopped

¿Está usted **completamente fuera** de la carretera?

(Automatic transmission) Bien, **manteniendo** su **pie** en el freno, **haga el cambio a park** o “P” ahora. **Apague el motor** completamente ahora.

(Manual/Stick Shift transmission) Bien, **aplique su freno de emergencia** ahora. **Apague el motor** completamente ahora.

Engine Off → 9

9 Safety Instructions

¿Está usted **estacionado** en un **lugar seguro** ahora?

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

Exiting Car → 10
Staying in Car → 11



<p>10 Exiting Car</p> <p>Si el automóvil no se encuentra en un lugar seguro y usted debe salir de él, tenga mucho cuidado con el tráfico u otros peligros. Bien, encienda sus luces de emergencia. Ahora observe cuidadosamente a su alrededor primero, luego tome su teléfono y diríjase a un lugar más seguro. Avíseme cuando crea que está completamente a salvo.</p> <p style="text-align: right;">→ 12</p>	<p>11 Staying in Car</p> <p>Encienda sus luces de emergencia y espere a que llegue la ayuda.</p> <p style="text-align: right;">→ 12</p>	<p>12 Exact Location</p> <p>Bien, dígame exactamente dónde está usted ahora (dirección, punto sobresaliente, marcador de milla, número de salida, etc.).</p> <p style="text-align: right;">→ 13</p>
<p>13 Vehicle Description</p> <p>Necesito la descripción de su vehículo (color, año, marca/modelo, licencia, estado/provincia, luces encendidas o apagadas).</p> <p style="text-align: right;">→ 14</p>	<p>14 Stay on Line</p> <p>Permanezca conmigo en la línea y avíseme de inmediato si algo empeora o si alguien viene a ayudarle.</p> <p style="text-align: right;">End</p>	<p style="text-align: center;">Academy HiRISC Policy</p> <p>The IAED considers any situation necessitating the provision of these instructions to be an extremely High Risk-Inherent Situation Case (HiRISC), and believes that the trained Emergency Dispatcher (certified EMD, EFD, EPD) or their agency, making a good-faith attempt to provide these instructions, should not be held responsible for any bad outcomes. This should not be considered a legal interpretation, but a strong official opinion of the Council of Standards and the Board of Trustees of the IAED.</p>

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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