



# 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

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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**.

→ 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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