



VEHICLE BREAKDOWN EMERGENCY SERVICE

In the event of a **vehicle breakdown**, turn the hazard warning lamps on and keep calm. Please drive the vehicle to the left side, on the side of the road, or the shoulder of the road when possible.

Please turn off the engine and call BMW emergency service hotline: 2244 5977. If your vehicle is stocked on a main road, highway or within the tunnel, please call the police emergency hotline: 999 for help.

While waiting for rescue, driver and passengers should not

- ❌ Stand in the traffic lane
- ❌ Stand in front or behind the breakdown vehicle
- ❌ Attempt to inspect or repair the breakdown vehicle
- ❌ Place any warning signals on the highway

If you were on an expressway and the mechanical failure caused your vehicle to be unable to move on the traffic lane

- ✅ Get out of the car when the situation is feasible and safe
(roll down the window slightly to maintain good circulation of fresh air and leave your pet in the vehicle)
- ❌ If you are not sure the situation is safe, you should stay in the car and wait for the rescue, please keep the safety belt on. While waiting for the rescue in your car, make sure you will lower the window slightly to maintain good air circulation
- ✅ Stand behind the obstacles (such as crash barriers) or on the pavement
- ❌ Do not place any warning signals on the expressway
- ✅ Call the police hotline 999 and report your location
(such as Expressway/Trunk Road number, direction of your vehicle and mileage, etc.)
- ✅ Call BMW emergency service hotline 2244 5977 to arrange for tow service to take your vehicle back to the maintenance centre for inspection

You encountered mechanical failure while driving on the expressway, but your vehicle is still drivable to allow you to move to the shoulder of the road

- ✅ Get out of the car when the situation is feasible and safe
(roll down the window slightly to maintain good circulation of fresh air and leave your pet in the vehicle)
- ❌ If you are not sure the situation is safe, you should stay in the car and wait for the rescue, please keep the safety belt on. While waiting for the rescue in your car, make sure you will lower the window slightly to maintain good air circulation
- ✅ Stand behind the obstacles (such as crash barriers) or on the pavement
- ❌ Do not place any warning signals on the expressway
- ✅ Call BMW emergency service hotline 2244 5977 to arrange for tow service to take your vehicle back to the maintenance centre for inspection

You encountered mechanical failure while driving on the general roadways, and your vehicle is not moveable

- ✓ Get out of the car when the situation is feasible and safe (roll down the window slightly to maintain good circulation of fresh air and leave your pet in the vehicle)
- ✓ Stand behind the obstacles (such as crash barriers) or on the pavement
- ✓ Call the police hotline 999 and report your location (such as Expressway/Trunk Road number, direction of your vehicle and mileage, etc.)
- ✓ Call BMW emergency service hotline 2244 5977 to arrange for tow service to take your vehicle back to the maintenance centre for inspection
- ✓ Place warning signals at 50 meters behind the breakdown vehicle
- ✗ If you are not sure the situation is safe, you should stay in the car and wait for the rescue, please keep the safety belt on. While waiting for the rescue in your car, make sure you will lower the window slightly to maintain good air circulation

You encountered mechanical failure while driving on the general roadways, and your vehicle is still drivable to allow you to drive the vehicle to the side or the shoulder of the road

- ✓ Get out of the car when the situation is feasible and safe (roll down the window slightly to maintain good circulation of fresh air and leave your pet in the vehicle)
- ✓ Stand behind the obstacles (such as crash barriers) or on the pavement
- ✓ Call BMW emergency service hotline 2244 5977 to arrange for tow service to take your vehicle back to the maintenance centre for inspection
- ✗ If you are not sure the situation is safe, you should stay in the car and wait for the rescue, please keep the safety belt on. While waiting for the rescue in your car, make sure you will lower the window slightly to maintain good air circulation
- ⚠ Before leaving the scene, do remember to retrieve all warning signals placed behind the vehicle.

You were driving in a tunnel, and the mechanical failure made your vehicle unmovable

- ✓ Call the police hotline 999 and report your location
- ✗ Do not get out of your vehicle
- ✓ Stay in the car and wait for the rescue, make sure the driver and all passengers are keeping their safety belt on
- ✗ Do not place warning signals behind the vehicle
- ⚠ If there are smoke or fire coming out from a mechanical failure car, the driver and passengers should immediately leave the broken vehicle and head to a safe place. Driver and passengers should pay attention to the surrounding environment and moving cars, and leave the scene towards the opposite direction of smoke.