

A young man with dark hair, wearing a high-visibility orange safety vest over a dark shirt, is working in a garage. He is looking intently at a large black tire that is part of a vehicle's wheel assembly. The background shows the interior of a garage with various tools and equipment. The scene is lit with warm, orange-toned lights, creating a focused and professional atmosphere. The image is partially overlaid by a large, semi-transparent orange triangle on the left side.

RAC

Rescue Me
Screen Views

Report your breakdown

We just need a few details, then we can start finding one of our expert local patrols to help you.

First name

Last name


Postcode

Vehicle registration

Membership number (Optional)

Phone number

Your patrol will use this to contact you

[Next Step](#) 

Help Us Find You

Help us find you

Knowing exactly where you are helps us get to you quickly.

Share Current Location

Or

Enter a postcode or street name

Walsall WS5 4AW, UK

Next Step

[Find location on a map](#)

Help us find you

Click on the map to mark your breakdown location.



Next Step

What Kind of Location is This?

What kind of location is this?

- At home
- Car park
- Motorway or high speed road
- Roadside

Tell us anything else you think we should know. For example, I'm on the 1st floor of the car park. [60 characters only.]

More Information

In the RAC Car Park, Near the front of the building

Next Step



How it Works – Symptom Selection

What's the problem?

Select the closest option.











- Brakes or handbrake
- Clutch or gearbox
- Electrics
- Engine issue
- Flat battery
- Flat Tyre - No spare available
- Flat Tyre - Spare available
- Fluid leaking
- Fuel
- Lock, keys or alarm
- Steering
- Suspension
- Warning lights

Next Step





Warning Lights

You may be able to fix your problem with these guides.

Green/Blue	Amber	Red
	Brake light warning	▼
	Engine management light	▼
	Airbag warning light	▼
	Power steering warning light	▼
	Diesel particulate filter warning light	▼
	Exhaust particulate filter warning light	▼
	Engine temperature warning light	▼
	Coolant levels warning light	▼
	Oil warning light	▼
	Low tyre pressure warning light	▼

Warning Lights

You may be able to fix your problem with these guides.

Green/Blue	Amber	Red
	Brake light warning	▼
	Engine management light	▲

Also known as the check engine or ECU warning light.

When the engine management light is illuminated it's often accompanied by tell-tale signs that the engine is not working properly, such as a lack of power.

This light could indicate a number of faults, from minor issues like a broken electrical sensor to a much larger mechanical issue, like a fault with your emission control system.

How long can I drive with my check engine light on?

If the check engine light comes on you should get it checked as soon as you can, as by continuing to drive you risk causing further, potentially irreparable damage to your engine.


Your Safety is Our Priority

Your safety is our priority

To know how best to assist you today, we just need to ask you a few questions.

Do you currently have coronavirus or symptoms of coronavirus?

Are you or your household in isolation because one or more of you have symptoms?




Your safety is our priority

To know how best to assist you today, we just need to ask you a few questions.

Do you currently have coronavirus or symptoms of coronavirus?

Are you or your household in isolation because one or more of you have symptoms?

Are you at home?



If customer selects that they have symptoms or a family member has symptoms of coronavirus they are presented with an additional option (Are you at home?)

If customer is at home message 1 is displayed

If customer is not at home message 2 is displayed

1 We are very sorry, we are unable to add your Breakdown to our system

The safety of our customers and colleagues is our top priority. Current government guidelines mean we're unable to come and fix your vehicle until your symptoms have cleared.

This will usually be after 14 days but please check the government advice. We'll be ready to help you when you're well again, so please call us back then.


2 Important: Covid-19 advice

The health and safety of our customers and colleagues is our top priority. So, if you're self-isolating or have symptoms of coronavirus, we can only come out to you in exceptional circumstances.

As you're in a vulnerable situation, we'll send assistance to fix your vehicle. If we can't fix you, we'll get you to a safe place. To protect yourself and others, please read the instructions below:

- **Make sure you and any passengers remain at least 2 metres away from patrols and their vehicles.**
- **Follow the instructions your patrols give you carefully. Otherwise, they may not be able to help you.**
- **If we think the situation is too high risk when we arrive, we'll try to help you make alternative arrangements.**

Your patrol will call you when they're on the way to ask you some more questions and let you know what happens next.



Confirmation



Your breakdown has been successfully sent to the RAC

We usually arrive within 90 minutes - but we'll send you a text to confirm when your patrol's on the way. There's no need to call us, we'll keep you updated. Just make sure you have your phone with you and keep it charged.

While you're waiting, please stay safe:

1. Make sure your car can be seen, by putting on **sidelights** and **hazard warning lights** (and rear fog lights if visibility is poor)
2. It's safest to **wait away from your car** and any moving traffic
3. Leave the car through the doors **furthest from traffic**
4. If you can, move behind any **safety barriers** or find a place of safety nearby. Ensure the area behind the barrier is safe place to wait.
5. It's normally safest to **stand to the rear** of your car, but always keep clear of oncoming traffic
6. If you feel vulnerable or threatened while waiting, return to your car and wait in the front passenger seat with the doors locked and **your seatbelt on**. If you're in **danger please call 999**.
7. If you can't get out of the car, get as many people as possible to sit **on the passenger side** with their seatbelts on
8. **Please stay calm**. We know where you are, and we're working hard to get help to you as quickly as possible.