

If you get into trouble on the expressway

Different types of dangers exist on expressways than normal roads. If you are involved in an accident or break down, it is essential that you first ensure your safety and act calmly. This section introduces things you should or should not do in the event you get into trouble on the expressway.

1 Never brake suddenly or turn the steering wheel sharply, even if you notice something wrong with your car!



If you notice something wrong with your car, like a puncture or breakdown, it is extremely dangerous to brake suddenly. Also, if you turn the steering wheel sharply to avoid a hazard, you risk causing a multiple-car pileup.

2 Turn on your hazard lights and pull over to the road shoulder



In order to prevent a collision, turn on your hazard lights and gradually reduce speed. Wherever possible, move over to the road shoulder or an emergency parking area.

3 Ensure your safety



Place a warning triangle 50 m behind your car taking care to avoid approaching vehicles, and find a safe place to wait with all passengers. Make sure to stay away from your car, as many fatal accidents are caused by people waiting inside/next to their car or on the road, and being hit by vehicles approaching from behind.

4 Report the incident and wait for instructions



In the case of an accident, call 119 if anyone is injured, then 110. After this, contact your car rental company and wait for instructions. If your car breaks down and does not move, report it by calling 110, or by using an emergency telephone or road emergency dial #9910, and then contact your car rental company.

How to use an emergency telephone

Use an emergency telephone if you are unable to get through on a cell phone. These are located about every 1 km along expressways (about every 200 m in the case of tunnels).



1. Open the phone cabinet door

To connect with the Traffic Control Center, all you need to do is open the phone cabinet door and lift the receiver.



2. Explain the situation

If there are buttons indicating breakdown (故障), accident (事故), emergency (救急) or fire (火災), press the applicable button. For phones without these buttons, just lifting up the receiver will be enough to inform the center of your location.



3. Wait for instructions

A traffic management team will be dispatched promptly to where you are. Please wait in a safe place until they arrive.

Photos: Provided by NEXCO-West

If you are involved in an accident

Call **110** (police)



If people are injured or your vehicle is on fire

Call **119** (ambulance / fire service)



Trouble on the expressway

Call **0120-924863** (NEXCO)



In case of emergency, call the police and your car rental company's accident assistance hotline.

It is illegal to continue driving without doing so, and you will no longer be covered by insurance.