



Calling for Roadside Assistance can be a troubling experience, but having the right information at your fingertips can help minimize the anxiety and ensure you obtain the help you need. Follow these simple pointers from FMCA to help make a bad situation a little better. The following is not intended to be a comprehensive list, but rather a good starting point to assist and ease the stress if roadside assistance is needed.

5 Things to Know If Your RV Breaks Down

Know Your RV

Your roadside assistance situation is unique, and it's important proper personnel and equipment are dispatched. Make a list of the following info and keep in a handy place inside your RV:



- **RV make & model**
- **Length**
- **Height (from the ground to the highest fixed point)**

- **Total weight of RV, as well as individual axle weights**
- **Distance between front bumper & center of steering axle (motorhome only)**
- **Type of suspension**
- **Location of generator**

Know Your Service Provider

When you call your roadside assistance provider, the representative who answers does not know the specifics of your situation. Give as much detail as possible and make sure you:



- **Speak clearly & concisely when referencing your list**
- **To ensure accuracy, ask the representative to repeat the information back to you**
- **Get the name of the representative and give them your cell number in case you are disconnected**
- **Ask to have the service company contact you before dispatching to make sure the right personnel and equipment is being sent**

Know Your Situation

Whether on an interstate or turnpike, country road or downtown street, it's very important to know and understand your location so you can accurately describe it to your roadside assistance provider. To the best of your ability, be sure you can:



- **Provide the name of the road, what direction your heading, and the nearest mile marker or landmark**
- **Describe your RV's orientation to the road and the situation surrounding it – i.e. one tire on the shoulder and the other in the grass, squeezed up to a concrete barrier, on a busy road with construction, etc.**
- **If you are stuck, just how badly are you stuck, and what has you stuck – mud, snow, grass, ice, etc.**
- **Tell the service provider how many are in your group (large groups may require additional transportation)**

Know Your Equipment

Depending on the type of RV you have, there may be mechanical items that need to be accessed, disconnected, or removed before the RV can be serviced.



- If your RV is equipped with air brakes, make sure you can show the tow truck operator where the access point to your air system is located
- Know the make & model of your transmission, whether it's an automatic or manual, and whether the vehicle is equipped with a driveshaft or half shafts

Know the Cost

You've already had enough surprises for one day, don't let your final bill be a surprise either. Be sure to ask if there are additional charges for:



- Simply coming out to your RV
- Mileage costs, and if so, where do they begin and end
- Disconnecting the driveshaft or removing the half shafts
- Hourly charges for services rendered on site