



MOTORIST GUIDELINES

- If your vehicle breaks down from mechanical failure (e.g., out of gas, overheating, flat tire) while traveling in a main lane of the freeway, on the shoulder, ramp or in the High Occupancy Vehicle (HOV) High Occupancy Toll (HOT) lanes of freeways in the Tow and Go service area, you will be towed, **at no cost**, to a safe location within one mile of your breakdown.
- If you have a flat tire and you have the necessary equipment along with a working spare, the Tow and Go operator will change the tire, at no cost, once the vehicle has been moved to a safe location off the freeway.
- If you want your vehicle towed beyond the no-cost drop location, you may arrange for the Tow and Go operator, or another towing service, to move your vehicle, but you are responsible for related charges.
- Vehicles that are abandoned, involved in a crash, or in a law-enforcement incident are not eligible for no-cost service, and the owner must pay established local jurisdiction towing rates.
- If you call for your own tow truck, it must arrive before law enforcement monitoring the freeway have authorized Tow and Go or meet you at the safe location where you have been cleared.
- If you have been in a crash with no apparent injuries and your vehicle can be safely driven, Texas law requires that you move it off the freeway, including ramps and shoulders, to a safe location to exchange information. If injured, contact 9-1-1 for medical assistance. If the vehicle will not operate and you are not injured, remain in your vehicle with seatbelt buckled.
- You may talk to a law enforcement officer responsible for authorizing Tow and Go quick clearance of vehicles at any time by calling **713-881-3333**.

TowAndGo.com