**ARMYHQ2/00276 PROVISION OF NATIONAL ROADSIDE REPAIR & RECOVERY**

**CALLING FOR ASSISTANCE**

| **Ser** | **Details Required** | **Remarks** |
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| 1 | The registration number showing on the vehicle, civilian or military.  If a civilian number is provided the military equivalent for that vehicle is to be recorded. | The civilian registration must be deleted when the job is complete.  If no military alternative is provided service is to be denied. |
| 2 | The name, rank and the telephone number of the caller |  |
| 3 | Vehicle make, model and colour. |  |
| 4 | Fault or symptom. e.g.  Electrical/engine management fault.  Fuel or engine fault including loss of fluids.  Transmission.  Suspension/wheels or tracks.  Safety equipment (e.g. lights or road handling/restraint system). | This list is not exhaustive and the Contractor may use a generic list from their own system |
| 5 | Recovery Control Number  (If previously allocated by local ES staff). | Service is not to be provided inside a MOD establishment if this number is not provided. |
| 6 | The Unit Identification Number (UIN).  The Unit name.  (Details are contained in the Authority to Use Document (ATUD) | 6 digit i.e. A1234B |
| 7 | Vehicle all up weight (weight of the vehicle plus the load) if known. |  |
| 8 | Load details e.g. Sensitive Loads or HAZMAT class, out of gauge or abnormal load requiring additional resources, trailer etc. |  |
| 9 | Number of passengers (inc driver) and amount of baggage. |  |
| 10 | Exercise name if on Formation Exercise. | To be asked for and recorded if given. |
| 11 | Exact location details e.g.  Road name or number.  Nearest town and approximate distance/direction.  Nearby landmarks.  Motorway location marker. |  |
| 12 | Required recovery destination if repair is not possible. |  |