Troubleshooting

**Get in touch with Co-wheels**

Monday to Friday (incl Bank Holidays): 8am - 8pm

Saturday & Sunday: 8am - 6pm

Call on 0191 375 1050

Out-of-hours: 0191 375 1051 ([emergencies only](http://www.co-wheels.org.uk/what_if_i_need_help_out_of_hours))

**In case helpful...**

**Car not switching on**

Make sure you are fully depressing the brake pedal while pressing the start button (pressing the start button without depressing the brake pedal is equivalent to one click/turn of a key in a petrol / diesel car - you can get radio etc. but no drive).

**Car not moving forward**

* Make sure you have released the parking brake (the left hand foot pedal), press down to release.
* Make sure the car is in Drive / Reverse. If the car won’t go into drive make sure the car is switched on properly (see above)

**Car not starting after being left unlocked / Car display asking for a key**

If you leave the car unlocked for a long period of time, it won't then turn on. This is a security feature incase a user forgets to lock it. If this happens the car display screen will ask for a 'key' and you will need to scan your Co-wheels smartcard on the windscreen. After doing that you will be able to start the car.

