



The new van, customised for the RAC by Strongs of Tamworth

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## RAC evolves its all-in-one patrol van to handle even more breakdowns

**The RAC has begun the roll-out of a brand-new version of its unique heavy duty patrol van designed specifically to cope with the increasing number of larger, heavier vehicles that need assistance in harder-to-reach locations.**

The new model is an evolution of the [original Isuzu D-Max Heavy Duty Patrol Van](#) announced in April 2019. It features a lowered rear body enabling the widest possible range of vehicles – including SUVs, 4x4s, small vans, hybrids and full electric vehicles – to be attended and recovered from more difficult-

to-access locations such as car parks, shopping centres and airports. All these patrol vans are fitted with the RAC's market-leading [All-Wheels-Up recovery capability](#) as standard.

**RAC head of technical innovation James Gibson said:**

“As more and more larger vehicles, particularly SUVs, appear on our roads, we've been investing in upgrading our breakdown fleet to ensure our customers continue to receive the highest standards of roadside assistance from the RAC, wherever they are.

“This update to the successful customisation of the Isuzu D-Max which we first put into service last year means our patrols can now get to vehicles that are in harder-to-reach spots such as under-cover supermarket or airport car parks like those at Heathrow much more easily.

“The new vehicles, alongside our existing low-roof fleet, mean we'll be the first breakdown company that can access almost any car park to complete a fix or, if needed, tow a vehicle to a garage. It's a solution that saves drivers both time and hassle.

“Working with our partners at Strongs, the new model has a completely redesigned rear body but carries all the same market-leading breakdown assistance technology that our patrols use to such great effect – including our leading 'all-wheels-up' system for recovering cars that can't be fixed.”

By the end of 2020, the RAC's fleet will feature more than 100 customised Isuzu D-Max patrol vans, double the number compared to the end of last year, allowing many more stricken vehicles to be rescued from a single patrol van without having to wait for an additional flatbed recovery vehicle to attend.

All RAC patrols covering the UK's biggest airport, London Heathrow, now have Heavy Duty Patrol Vans and the roll-out will see more appearing in locations including Birmingham and Manchester.

*Last month, the RAC launched its ['complete breakdown service' as standard](#) for all new members.*

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## **Notes to Editors**

The press office email address is [press.enquiries@rac.co.uk](mailto:press.enquiries@rac.co.uk). **Please note:** the press office is unable to help with individual customer enquiries - please visit the [RAC contacts page](#) to find the right contact.

ISDN radio studio facilities are available for interviews Monday to Friday.

## **About the RAC**

The RAC provides complete peace of mind to 12m UK private and business drivers, whatever their motoring needs. Its services include:

- **[Breakdown assistance](#)**. Its highly-skilled, 1,600-strong branded patrol workforce attends more than two million breakdowns every year, fixing on average four out of five vehicles at the roadside. The RAC's patrol fleet is one of the most advanced in the UK, and was the first to roll out both an [All-Wheels-Up recovery system](#), allowing the vast majority of vehicles to be recovered from a single patrol van, and [EV Boost](#) mobile electric vehicle charging units
- **[Insurance](#)**. The RAC is a top-five [car insurance](#) broker having surpassed the 500,000 policies-in-force milestone in 2018. It also offers ['black box' telematics policies](#), as well as home and travel insurance
- **[Other motoring services](#)**. The RAC leads in the development of new solutions for business, fleets, electric vehicles and future car technology. Its additional products and services include a [personal loans offering](#), a [used car buying website](#), [vehicle inspections and checks](#), [legal services](#) or up-to-the-minute [traffic and travel information](#). It also has a network of [Approved Dealers](#) and [Approved Garages](#) which combine the trust of RAC brand with local service and convenience

The RAC also works to support the interests of its members and UK drivers on the most important motoring issues which it identifies via the annual [RAC Report on Motoring](#) and the RAC Opinion Panel. The Report on Motoring is the longest running analysis of driver opinion in the UK having been published every year since 1989.

For more information about the RAC, visit the [RAC website](#).

## Contacts



### **RAC Press Office**

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