



VEHICLE ROADSIDE ASSISTANCE PROCEDURE

Unit #	Description	Color	VIN	License Number

Location of vehicle: _____

Assigned to: _____

During regular business hours, if roadside assistance is needed, call Gary Barlow at 410-358-5657. Outside of regular business hours, call for service as indicated in following information.

Available Roadside Assistance Services:

- Jump Starts
- Lock Outs
- Tire Changes
- Towing

Information Needed When Calling for Assistance:

_____ Vehicle Identification Number (VIN)
 _____ License Plate Number
 _____ Location

Who to Call for Towing:

	TIM'S AUTOMOTIVE	410-665-9098
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Vehicle to be Towed to:

	WEST SIDE - MILFORD MILL SERVICE CENTER 440 MILFORD MILL ROAD, 410-486-7880
	EAST SIDE - TIM'S AUTOMOTIVE 3015 EAST JOPPA ROAD, PARKVILLE, MD 410-665-9098

IMPORTANT!!:

Chimes staff must provide a "live" number to Towing Company and REMAIN with the vehicle until the Towing company arrives. Only exception is if the vehicle is on Chimes property.

Chimes driver must get a receipt from towing company showing location where vehicle has been towed, if towing is necessary.

Call 410-358-5657 and leave message on voice mail about the vehicle problem. Be sure to include license # of vehicle, where it is assigned, where vehicle was taken, and a brief description of the problem.