Breakdowns

Preparing for trouble

- When you are driving, pay attention to your approximate location, the road number, name of the nearest town and any landmarks. Help will come quicker if they can find you easily.
- Carry a road map, to be sure you can explain precisely where you are.
- Travel with a fully charged cell phone whenever possible (or have suitable coins or a phonecard in the car), so that you are always equipped to call for assistance.
- Travel with a charge card other than the gas card that comes with the vehicle keys.
- If you are a member of a motor club, AAA for example, have that number handy. Carleton’s vehicles have differing levels of roadside assistance. The phone numbers are published in the owner’s manual of each vehicle.
- Know what make and model of vehicle you are driving.

What to do if the vehicle breaks down

- If the vehicle starts acting up, pull off the road and stop in a safe position, switch on the hazard lights and seek advice.
- If the vehicle stops suddenly on the road, put on the hazard lights and if possible place something about 50 paces back to warn other traffic (something reflective if it’s dark).
- Look in the owner’s manual to find out the meaning of any warning lights, etc.
- Call for help – directory assistance or the local police could help find a nearby service station.

Minor problems can be solved at a local service station. Any expenses will be reimbursed. If you’re not sure what to do, look for a full service station to assist with minor problems.

- Low tire pressure – fill to recommended pressure.
- Out of windshield washer fluid – purchase some and refill as needed.
- Windshield wiper problems (broken or not working) – have them replaced.
- Vehicle needs oil – oil should be checked during every gasoline purchase and added when necessary.
- Windshield scraper/brush broken or missing – purchase a new one.
Accidents that occur on campus property should be reported to Carleton Security (x4444) immediately.

Accidents that occur off campus property must be reported to the local police (call 911) at the time of the accident and to Carleton Security immediately upon return to campus.

If there are injuries or if the vehicle is not in “drivable” condition—either due to an accident or mechanical difficulties—contact Fleet Services (Carleton Security after hours) for assistance.

For All Off-Campus Accidents:

- Pull out of the driving lane on to the shoulder and turn off the ignition.
- Activate the four-way flashers on the vehicle.
- **Immediately** contact the local police (911) to advise them of the accident and to get medical assistance if there are any injuries. Do not admit fault or give written statements.
- Exchange driver’s information. (Names, Driver’s License #’s, Carleton’s insurance information, etc.
- When local police respond to the accident, request the investigating officer’s name, badge number, phone number, and report number. Ask for an accident report form. If the local police will not file a report (because damage is minimal and there are no injuries), ask them to make a note in their records that you called in the accident.

Helpful phone numbers to assist with breakdowns and accidents:

- **Within the city limits of Northfield during regular business hours** - Dokmo Ford, Dodge, Chrysler – 507-645-4478 (Carleton’s Fleet Vehicle service provider)
- **Within a 20 mile radius of Northfield any time of day** - Valley AutoHaus Towing – 507-663-1217 (Northfield area towing)
- **For help with a Toyota in the Twin Cities Area** - Burnsville Toyota Service – 952-435-8478 or 1-800-448-5912
- **Toyota Roadside Assistance** - Toyota Owners Customer Experience Center – 1-800-331-4331
- **Ford Roadside Assistance** – 1-800-241-3673 (Full roadside assistance)
- **Dodge Roadside Assistance** – 1-800-521-2779 (Full Towing assistance – other assistance for purchase)
- **Carleton College Fleet Services** – 1-507-222-4443 – Call to report any problems during business hours for assistance or if you need detailed vehicle information (VIN, make, model, etc. Call after hours and leave a message to report problems needing attention.
- **Carleton College Campus Services** – 1-507-222-7728 – Backup number for Fleet Services.
- **Carleton College Security Services** – 1-507-222-4444 – Call any time of day/night to report major problems experienced on the road. Vehicle accidents with injuries must be reported immediately. Other incidents can be reported upon your return.