Smitty Big Towing  
SEO CONTENT

8.17.2019

# Citations

## Long Description

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|  | For expert towing in St Paul MN, trust the licensed, insured and certified work of Smitty Big Towing & Recovering!  Smitty Big Towing is a longstanding, family, locally owned and operated towing company in St Paul MN who have dedicated themselves to the patrons of the twin cities and surrounding areas since 2009. With offering quick turnarounds for services such as picking up junk cars, flatbed towing for safety against damage, emergency towing, jump start, lockouts, special classic car towing, pull out services (winching), tire changes and more, Smitty stands out from just any cheap towing company in St Paul. The affordable services of Smitty Big Towing come with many payment options, flexibility, courteousness, professional car care knowledge, and genuine positive customer service.  The value Smitty offers its customers exceeds expectations! Checkout out the reviews and see why Smitty Big Towing & Recovering is the preferred choice amongst St Paul MN towing companies. Visit the website for a free quote or call 651-955-6475 24/7 to inquire about towing rates in Minneapolis and Smitty will give you the best rate, the quickest service, and keep you safe while on the road. |

## Short Description

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|  | For expert towing in St Paul MN, trust the licensed, insured and certified work of Smitty Big Towing & Recovering! |

# Website Content

## Home

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|  | *Need a tow truck? If you're in St. Paul or Minneapolis you've come to the right place. Smitty Big Towing & Recovery is the most affordable, most reliable and most trustworthy tow truck service in the Twin Cities.*    *Smitty, with his wife, Michelle, has been serving the St. Paul metro area with their towing service since 2009.... and receiving5-star reviews for their work.*  As a family business, Smitty and Michelle know that you have many tow truck companies to choose from so they rely on their customer service and low rates to differentiate their tow truck company from others. Though we all hope that we don't need to keep a tow truck on speed-dial, Smitty and Michelle both want you to be so impressed with their superior service that you put 651.955.6475 in your phone...just in case! |

Need a tow truck? If you’re in St. Paul or Minneapolis, you’ve come to the right place. Smitty Big Towing & Recovery is the most affordable, most reliable and most trustworthy tow truck service in the Twin Cities.

Smitty, with his wife, Michelle, have been serving the St. Paul metro area with their towing service since 2009 and have been receiving 5-star reviews for their work along the way.

As a family business, Smitty and Michelle know that you have many tow truck companies to choose from so they rely on their customer service and low rates to differentiate their tow truck company from others. Though we all hope that we need not keep a tow truck on speed-dial, Smitty and Michelle want you to be so impressed with their superior service that you put 651.955.6475 in your phone...just in case!

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|  | *When choosing a tow truck be aware that many services still require payment in cash. If you're like most people today, you*  don't usually carry a lot of cash. That's why Smitty Big Towing and Recovery is pleased to offer their customers a choice of payment options. |

When choosing a tow truck be aware that many services still require payment in cash. If you’re like most people today, you rarely carry a lot of cash. That’s why Smitty Big Towing and Recovery is pleased to offer their customers a choice of payment options.

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|  | *For most people, their car is the second greatest investment they make (after their home.) So you definitely want a tow truck company who understands and appreciates the importance and value of your car. One way a tow truck company does this is by using a flatbed tow truck. The flatbed tow truck is one of the three types of tow trucks used by tow truck operators.*  *The sling tow truck, the one with the hook and chain, are rarely used any more, except to tow damaged vehicles that no longer have back or front wheels — or those damaged cars with steel bumpers (which are fewer and fewer every year.) Tow truck companies no longer use the sling tow truck because this scratches or damages a car because they have to wrap a chain around the frame or axle of your car. Plus, "Cars equipped with all-wheel drive cannot be towed with a sling, since it can cause problems with the car's drivetrain."*  *When you call on Smitty Big Towing & Recovery for a tow, jump start, tire change or help getting back into your locked car, you are just as likely to have Smitty himself come to your aid as any of his tow truck drivers. Smitty will even bring gas to you if you're stranded. That's because Smitty wants to stay actively engaged in his business and with his customers so that he is continually making the changes and upgrades necessary to remain on top of the towing needs of the*  *St. Paul/Minneapolis community.*  *For example, Smitty not only tows cars, but has transported boats, fish houses, sheds, construction equipment and material, machinery, equipment and, Michelle's favorite, classic cars . If you have something that needs transporting, and don't have the means to do so, give Smitty Big Towing & Recovery a call at 651-955-6475 or fill out the form to the right and Michelle will get back with you quickly.*  Speaking of classic cars, Smitty Big Towing & Recovery specializes in transporting classic cars. If you have a classic car that you need transporting, visit our Classic Cars Towing page for more detailed information. |

**Types of Tow Trucks**

For most people, their car is the second greatest investment they make (after their home), so you definitely want a tow truck company who understands and appreciates the importance and value of your car. One way a tow truck company does this is by using a **flatbed tow truck**. The flatbed tow truck is one of the three types of tow trucks used by tow truck operators.

The sling tow truck, the one with the hook and chain, are no longer used as often, except to tow damaged vehicles that no longer have back or front wheels — or those damaged cars with steel bumpers (which are fewer and fewer every year). The reason tow truck companies diminished use of the sling tow truck is because they scratch or damage the car from having to wrap a chain around the frame or axle of the car. [HowStuffWorks](http://auto.howstuffworks.com/auto-parts/towing/vehicle-towing/trailer/tow-four-wheel-drive-vehicle.htm) even says, “Cars equipped with all-wheel drive cannot be towed with a sling, since it can cause problems with the car’s drivetrain.”

**Meet with Smitty**

When you call on Smitty Big Towing & Recovery for a tow, jump start, tire change or help getting back into your locked car, you are just as likely to have Smitty himself come to your aid as any of his tow truck drivers. Smitty will even bring gas to you if you’re stranded. That’s because Smitty wants to stay actively engaged in his business and with his customers so he can continually evolve and upgrade the necessary services to remain on top of the towing needs of the St. Paul/Minneapolis community.

For example, Smitty not only tows cars, but can transport junk cars, boats, fish houses, sheds, construction equipment and material, machinery, equipment and, Michelle’s favorite, classic cars. If you have something that needs transporting, and don’t have the means to do so, give Smitty Big Towing & Recovery a call at 651-955-6475 or fill out the form on this page and Michelle will get back with you quickly.

Speaking of classic cars, Smitty Big Towing & Recovery specializes in transporting classic cars. If you have a classic car that you need transporting, visit our Classic Cars Towing page for more detailed information.

## Jump Start

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|  | *Our jump start service is quick and efficient and we'll have you back on the road in no time.*  *Car batteries tend to die at the most inconvient times...when you're trying to get to or leave work. When you need to pick up your son from guitar lessons or your daughter from hockey practice. Or when you're heading out to pick up your date for the first time. Rarely do we get a call for a jumpstart when someone is going to the grocery store or out for a Sunday drive!*  *Our tow truck drivers understand this. We also understand the stress most people feel when waiting for a jump start. After all, you have somewhere IMPORTANT to be. When we arrive we'll get right to work, checking your battery to see if you just need a jump start or if you need to replace the battery or need a tow to your family mechanic. Experience tells us you usually just need a jump start. And the Chicago Tribune confirmed that in their article, 9 Reasons Why Your Car Won't Start. A dead battery is the #1 reason a car won't start.*  ​If that's the case in your situation, we'll give your battery the juice it needs to get you on the road and back to your routine as fast as we can.Scope answers questions including what will be done, what won’t be done, and what the result will look like.  Did you know...  The average lifespan of a car battery is 3-4 years. If your battery is older than that, you might want to replace it as preventative maintenance.  If you have a broken switch in your trunk, it can prevent your trunk light from turning off and that can drain your battery.  Your electric car seats can drain your battery — especially if your car sits for a long period of time, like at an airport while you're on vacation.  The most common cause of battery drain is "user error" — you forget to turn off your headlights or your dome lights. Or, you don't close your car door all the way, which leaves the dome light on and drains the battery. |

Our jump start service is quick and efficient and we'll have you back on the road in no time!

Car batteries die at the most inconvenient times: like when you're trying to get to or leave work, when you need to pick up your son from guitar lessons or your daughter from hockey practice, or when you're heading out to pick up your date for the first time. Rarely do we get a call for a jumpstart when someone is going to the grocery store or out for a Sunday drive, although inconvenient still.

Our tow truck drivers understand how frustrating car troubles can be. We also understand the stress most people feel when waiting for a jump start. After all, you have somewhere IMPORTANT to be. When we arrive, we'll get right to work: we’ll check your battery to see if you just need a jump start or if you need to replace the battery or need a tow to your family mechanic. In our experience, you usually just need a quick jump start. The Chicago Tribune confirmed in their article, [9 Reasons Why Your Car Won't Start](http://www.chicagotribune.com/classified/automotive/sc-car-start-battery-autos-0128-20160122-story.html): a **dead battery** is the #1 reason a car won't start.

​If that's the issue upon our assessment, we'll give your battery the juice it needs to get you on the road and back to your routine as fast as we can.

Did you know...

* The average lifespan of a car battery is 3-4 years. If your battery is older than that, you should replace it as preventative maintenance.
* If you have a broken switch in your trunk, it can prevent your trunk light from turning off and that can drain your battery.
* Your electric car seats can drain your battery — especially if your car sits for a long period, like at an airport while you're on vacation.
* The most common cause of battery drain is "user error" — you forget to turn off your headlights or your dome lights, or you don't close your car door all the way, which leaves the dome light on and drains the battery.

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|  | Unfortunately, sometimes the problem is more than just a dead battery. Downline parts problems that affect a battery's ability to turn over include a bad  Alternator  Starter  Fuel Pump  If this turns out to be your problem, we'll get you and your car to your preferred mechanic.  And, of course, in a climate like ours in St. Paul and Minneapolis we need to be sensitive to frozen fuel lines. Thankfully, this isn't as common a problem as it used to be thanks to the ethanol that is now blended in the gas. However, as ASE-certified master mechanic Bob Weber explains, "Moisture in the air may condense in the fuel tank as the temperature changes and the liquid water then settles to the bottom of the tank." Bob's advice? " To avoid water in the tank, which could turn to ice in the lines, keep your tank at least half-full during very cold weather." |

Unfortunately, sometimes the problem is more than just a dead battery. Other car parts problems that affect a battery's ability to turn over include a bad:

* Alternator
* Starter
* Fuel Pump

If this turns out to be your problem, we'll get you and your car to your preferred mechanic.

In, a climate like ours in St. Paul and Minneapolis, we need to be sensitive to frozen fuel lines. Thankfully, this isn't as common a problem as it used to be thanks to the ethanol that is now blended in the gas. However, as ASE-certified master mechanic [Bob Weber](http://www.chicagotribune.com/classified/automotive/sc-car-start-battery-autos-0128-20160122-story.html) explains, "Moisture in the air may condense in the fuel tank as the temperature changes and the liquid water then settles to the bottom of the tank." Bob's advice? " To avoid water in the tank, which could turn to ice in the lines, keep your tank at least half-full during very cold weather."

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|  | If you are thinking of calling a friend to give you a jumpstart instead of a professional tow truck, please remember these tips, courtesy of YourMechanic.com  Read the owners manual before attempting a jumpstart. Newer cars often have jumpstart lugs where the cables need to be attached instead of directly to the battery terminals. In some vehicles, certain precautions must be taken such as removing a fuse, or turning on the defroster. The owner’s manual should spell out any precautions that should be taken.  Verify the voltage of the battery in the vehicle doing the jumping. If they do not match, serious damage can occur to both vehicles.  Park the cars close but they should not be touching.  Unplug any accessories (think cell phones on a charger), the power surge generated by the jumpstart can short them out.  Headlights, radios, and turn signals (including hazard lights) should be off in both vehicles.  If your friend's efforts don't succeed, Smitty Big Towing and Recovery is happy to be your back-up plan. Give us a call at ​ 651.955.6475  Whether you get a jump start from us or someone else, remember this — your car needs to run for at least 30 minutes in order to let the alternator fully charge the battery. |

**Thinking of DIY Jumpstart? Think again!**

If you are thinking of calling a friend to give you a jumpstart instead of a professional tow truck, please remember these tips, courtesy of [YourMechanic.com](https://www.yourmechanic.com/article/the-do-s-and-don-ts-of-jumpstarting-a-car):

* Read the owner’s manual before attempting a jumpstart. Newer cars often have jumpstart lugs where the cables need to be attached instead of directly to the battery terminals. In some vehicles, certain precautions must be taken such as removing a fuse, or turning on the defroster. The owner’s manual should spell out any precautions that should be taken.
* Verify the voltage of the battery in the vehicle doing the jumping. If they do not match, serious damage can occur to both vehicles.
* Park the cars close but they should not be touching.
* Unplug any accessories (think cell phones on a charger), the power surge generated by the jumpstart can short them out.
* Headlights, radios, and turn signals (including hazard lights) should be off in both vehicles.

Whether you get a jump start from us or someone else, remember this — your car needs to run for at least 30 minutes to let the alternator fully charge the battery. If your friend's efforts don't succeed, Smitty Big Towing & Recovery is happy to be your back-up plan. Call us at​ 651.955.6475!

## Lock Out

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|  | "Oh Man!" If you've ever locked yourself out of your car, I'm sure you've said this — or words to that effect!  No to worry. Though an incovenience, we'll have you back in your car in no time. We train on an ongoing basis to stay up to date on vehicle security features and how to use new tools designed for just these situations so we can get you into your car without damaging your vehicle. Our technicians have the knowledge, tools and expertise to get your car unlocked for you.  As crazy as this might sound, before you call Smitty Big Tow to come unlock your car door, check ALL your doors to see if any of them are unlocked. You would not be the first person to call us to unlock your car only to discover once we arrive that the back door or the passenger door was already unlocked.  While you may be tempted to use a coat hanger to try to get into your car — DON'T! Today's vehicles have a very sophisticated network of electronics and you could do unintentional yet significant damage to your car. |

"Oh Man!" If you've ever locked yourself out of your car, I'm sure you've said this — or words to that effect!

No to worry. Though an inconvenience, we'll have you back in your car in no time. We train on an ongoing basis to stay up-to-date on vehicle security features and how to use new tools designed for just these situations so we can get you into your car without damaging your vehicle. Our technicians have the knowledge, tools, and expertise to get your car unlocked for you.

This might seem unorthodox but before you call Smitty Big Towing to come unlock your car door, check ALL your doors to see if any of them are unlocked. You would not be the first person to call us to unlock your car only to discover once we arrive that the back door or the passenger door was already unlocked.

While it may tempt you to use a coat hanger to get into your car — DON'T! Today's vehicles have a very sophisticated network of electronics and you could do unintentional, yet significant damage to your car.

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|  | If all your car doors are locked, the most important thing you can do is to be sure you are in a safe place while you wait for us to arrive. If the weather is bad or it's dark and you are close to a building (your office, a coffee shop) go inside there and wait. Tell us that's where you'll be so that when we are at your car, we can contact you.  Staying with your car in the dead of winter in Minnesota can be extremely hazardous. "Hypothermia can occur at any temperature lower than the normal body temperature," says Business Insider."Factors like body fat, age, alcohol consumption, and especially wetness can affect how long hypothermia takes to strike."  Likewise, being on the side of the road after dark puts you in a potentially harmful situation. If you opt to stay with your car, do NOT walk in the road where a passing car could hit you.  If you've been in Minnesota for any length of time, you likely know that the deer come out at dusk and dawn. If you are near a feeding or bedding area (and there are plenty within the Cities) Momma Deer may see you as a threat to her does. Remain aware of your surroundings. Now is NOT the time to read your texts or playing games.  Be very cautious of anyone who stops to help you. While some may be well-intentioned, you are better safe than sorry. Tell them you have called a tow truck, so if they did plan to harm you, they may move along knowing someone knows where you are and is on the way.  Don't let a stranger in your car or accept a ride from a stranger. If another tow truck arrives before we do, do NOT accept their service. Sadly, there are con artists who troll for stranded motorists in tow trucks.  If you cannot go to a safe location, tell us that when you call. We can remain on the phone with you until our tow truck driver arrives or call the local police on your behalf. Be sure to check how much phone battery you have left before deciding to stay on the phone with us. It may be better to call and check in at regular intervals so as to save your phone battery. |

**Safety Is Our #1 Priority!**

If all your car doors are locked, the most important thing you can do is to be sure you are in a safe place while you wait for us to arrive. If the weather is bad or it's dark, seek shelter in a well-lit area or building. Inform of us your location so when we reach your car, we can get to you.

Staying with your car in the dead of winter in Minnesota can be extremely hazardous. "Hypothermia can occur at any temperature lower than the normal body temperature," says [Business Insider](http://www.businessinsider.com/how-long-does-it-take-to-get-frostbite-or-hypothermia-2014-1). “Factors like body fat, age, alcohol consumption, and especially wetness can affect how long hypothermia takes to strike."

Likewise, being on the side of the road after dark puts you in a potentially harmful situation. If you opt to stay with your car, do NOT walk in the road where a passing car could hit you.

If you've been in Minnesota for any length of time, you likely know that the deer come out at dusk and dawn. If you are near a feeding or bedding area (and there are plenty within the Cities) Momma Dear may see you as a threat to her does. Remain aware of your surroundings. Now is NOT the time to read your texts or play games on your phone.

Be very cautious of anyone who stops to help you. While some may be well-intentioned, you are better safe than sorry. Tell them you have called a tow truck, so if they planned to harm you, they may move along knowing someone knows where you are and is on the way.

Don't let a stranger in your car or accept a ride from a stranger. If another tow truck arrives before we do, do NOT accept their service. Sadly, there are con artists who troll for stranded motorists in tow trucks.

If you cannot get to a safe location, tell us that when you call. We can remain on the phone with you until our tow truck driver arrives or call the local police on your behalf. Be sure to check how much phone battery you have left before deciding to stay on the phone with us. It may be better to call and check in at regular intervals to save your phone battery.

## Towing Service

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|  | If you find yourself stranded because of an accident, a flat tire or mechanical problems with your car, you likely need a tow truck. Smitty Big Towing and Recovery is available 24/7 across the St Paul Minneapolis metro area to help you. We offer a wide range of roadside towing services for your vehicle at the best prices in the Twin Cities.  ​Obviously, most people don't plan to break down, have a flat tire or face mechanical issues with their vehicle. However, some people do plan what they will do if they find themselves in that situation. That's what we recommend you do.  Put our phone number in your cell phone. Print our business card (below) and place a copy in the glove box of each car you have. (Just putting our number in your phone isn't enough. Your phone may be out of battery or you may not have it on you or, in the case of an accident, it might fly out of the car.) Teach each of your children of driving age to do the same thing. Because the last thing you want your teenage daughter to do when she has her first flat tire on I-94 is to call her 16 year old boyfriend to come to her rescue!  Generally speaking, when anyone calls a tow truck there is going to be a wait time. At Smitty Big Tow we give honest, up front estimates of how long it will take us to get to you. Once you determine you want us to come tow your vehicle, wait for us.  You may have a tow truck pull up right behind you in a matter of minutes. The tow truck driver comes up to your vehicle and tells you he just happened to be driving by. You'll likely think to yourself, "Wow! How'd I get so lucky." What you should actually be thinking is, "How did I get so UNLUCKY?" You see, this guy, called a "bandit" in the towing industry, is a scam artist and you've just entered his scam.  ​"Do you have a repair shop?" he'll ask. Even if you do, he can get you a better deal because he has business relationships with shops around the Twin Cities. Why don't you just let him take your vehicle to Bobo's Auto Repair in South St Paul and he, the tow truck driver, will hook you up with a sweet deal. Before you can even think this might not be on the up-and-up you will have signed his authorization form, and your problems are just about to begin. That wreck, flat tire or mechanical issue you thought was the low point of your day, just got lower.  We know waiting for the tow truck is the equivilant of waiting in the doctor's lobby...it seems forever before it's your turn or the tow truck arrives. But truthfully, it's not as long as it feels and in the end you will be much safer by waiting for us..  The Coalition Against Insurance Fraud offers this advice:  Document signing. Sign only the approval form authorizing a tow to a designated body shop. Avoid signing other forms.  Make sure the name and address on the form are the same as the signage on the tow truck.  When signing the form, sign below the dollar amount quoted on the form, not necessarily on the bottom of the document. After you've signed at the bottom of the document, the tow truck firm might fill in the blanks with inflated fees and the destination of a dishonest body shop.  Price list. Make sure the tow truck firm gives you a printed price list that includes towing and daily storage fees, plus other miscellaneous charges. You’ll also want printed documentation of where the vehicle is being towed.  Damage report. Make sure the tow truck driver creates and signs a damage report at the accident scene. You should get a copy.  Use credit cards. Refuse to deal with a towing operator who requires cash payment only.  Keep insurance info private. Never give the tow truck operator your insurance information or other personal information. A dishonest towing firm or body shop might use this information to contact you and impersonate the insurance company.  Photos. Use your cell phone camera to take photos of the scene, including a picture of the tow truck. If you don't have a smart phone, keep a disposable camera in your glove box.  ​Complain. File complaints if you’re scammed. Contact your insurer, your state office [ In Minnesota, contact the Minnesota Department of Commerce Fraud Bureau, ] the local Better Business Bureau and the police.  Hopefully we've demonstrated why you should not engage a tow truck driver other than the one you call for roadside assistance.  In order to expedite our service for you, here's a checklist of things to do.  BEFORE YOU CALL US  Assess your situation. Are there any special circumstances or requirements, such as loose or extensively damaged parts, that may require special care? Do NOT attempt to walk into traffic to pull it out of the way; just take notice so that you can tell us when you call us.  Determine where you are so that you can give us your location, as exactly as possible. This will minimize any delay while trying to find you.  WHEN WE ARRIVE  Your personal safety and the safety of our tow truck operators is our Number One on-site priority. We realize that the transport of your vehicle can be a stressful situation and our tow trucks drivers take every care to minimize this stress, while maintaining a safe environment all times. We respectfully request that you treat your tow truck driver with the respect you want to be treated with, even in this emotionally taxing situation. He is a trained professional and knows the risks of working alongside an active highway.  If you need to make the tow truck driver aware of something that you feel is important please wait until he is not distracted and get his attention from a safe distance. After he is sure that your vehicle is in a safe position, the tow truck driver will take your requests into consideration.  Please stand back, away from the equipment while your vehicle is being loaded and transported. Our insurance does not allow clients to participate in the towing process. This is to insure that you are not injured. If we require additional help, we will make arrangements in accordance with our insurance and within the guidelines allowed by the State of Minnesota.  Please do not try to enter your vehicle for any reason unless the tow truck driver has indicated that it is safe to do so. If your vehicle is in a precarious location such as on an active highway or intersection, please do not distract the driver. We value his safety as well as yours and the safety of the passengers in other cars which may be around.  The employees of Smitty Big Towing are professionals with many years of experience in the safe and reliable transportation of vehicles and equipment. Our employees' safety is of utmost concern and are directed not to enter or leave situations where their safety may be in jeopardy. (Sadly, just as there are scam artists who try to take advantage of people with broken down cars, there are scam artists who try to take advantage of tow truck drivers by luring them into unsafe situations.)  If you're in search of a cheap tow truck service that is also local, professional and open 24 hours, you've found us! Big Smitty Towing & Rovery. Give us a shout. 651.955.6475 |

If you find yourself stranded because of an accident, a flat tire or mechanical problems with your car, you likely need a tow truck. Smitty Big Towing & Recovery is available 24/7, across the St Paul Minneapolis metro area, to help you. We offer a wide range of roadside towing services for your vehicle at the best prices in the Twin Cities.

​Obviously, most people don't plan to break down, have a flat tire, or face mechanical issues with their vehicle. However, some people plan ahead if they find themselves in that situation. That's what we recommend you do!

Put our phone number in your cell phone. Print our business card (below) and place a copy in the glove box of each car you have. (Just putting our number in your phone isn't enough. Your phone may be out of battery or you may not have it on you or, with an accident, it might fly out of the car). Teach each of your children, of driving age, to do the same thing. Because the last thing you want your teenage daughter to do when she has her first flat tire on I-94 is call her 16-year-old boyfriend to come to her rescue!

**How long does it take to receive towing in St Paul?**

Generally, when anyone calls a tow truck there will be a wait time. At Smitty Big Towing we give honest, up front estimates of how long it will take us to get to you. Once you determine you want us to come tow your vehicle, wait for us.

In order to expedite our service for you, here's a checklist of things to do:

**BEFORE YOU CALL US**

Assess your situation. Are there any special circumstances or requirements, such as loose or extensively damaged parts, that may require special care? Do NOT walk into traffic to pull it out of the way; just take notice so that you can tell us when you call us.

Determine where you are so you can give us your location, as exactly as possible. This will minimize any delay while trying to find you.

**WHEN WE ARRIVE**

Your personal safety and the safety of our tow truck operators is our #1 on-site priority. We realize that the transport of your vehicle can be a stressful situation and our tow trucks drivers take every care to minimize this stress, while maintaining a safe environment, at all times. We respectfully request that you treat your tow truck driver with the respect you want to be treated with, even in this emotionally taxing situation. He is a trained professional and knows the risks of working alongside an active roadway.

If you need to make the tow truck driver aware of something that you feel is important please wait until he is not distracted and get his attention from a safe distance. After he is sure that your vehicle is in a safe position, the tow truck driver will take your requests into consideration.

Please stand back, away from the equipment while your vehicle is being loaded and transported. Our insurance does not allow clients to take part in the towing process. This is to ensure that you are not injured. If we require additional help, we will make arrangements in accordance with our insurance and within the guidelines allowed by the State of Minnesota.

Please do not enter your vehicle for any reason unless the tow truck driver has indicated that it is safe to do so. If your vehicle is in a precarious location, such as on an active highway or intersection, please do not distract the driver. We value his safety and yours and the safety of the passengers in other cars which may be around.

The employees of Smitty Big Towing & Recovery are professionals with many years of experience in the safe and reliable transportation of vehicles and equipment. Our employees' safety is of utmost concern and are directed not to enter or leave situations where their safety may be in jeopardy. (Sadly, just as there are scam artists who try to take advantage of people with broken-down cars, there are scam artists who try to take advantage of tow truck drivers by luring them into unsafe situations).

**Who is the “Tow Truck Bandit”?**

You may have a tow truck pull up right behind you in a matter of minutes. The tow truck driver comes up to your vehicle and tells you he just happened to be driving by. You'll likely think to yourself, "Wow! How'd I get so lucky?" What you should actually think is, "How did I get so UNLUCKY?" This guy, called a "bandit" in the towing industry, is a scam artist and you've just entered his scam.

​"Do you have a repair shop?" he'll ask. Even if you do, he can get you a better deal because he has business relationships with shops around the Twin Cities. Why don't you just let him take your vehicle to Bobo's Auto Repair in South St Paul and he, the tow truck driver, will hook you up with a sweet deal. Before you can even think this might not be on the up-and-up you will have signed his authorization form, and your problems are just about to begin. That wreck, flat tire, or mechanical issue you thought was the low point of your day, just got lower.

We know waiting for the tow truck is the equivalent of waiting in the doctor's lobby...it seems forever before it's your turn or the tow truck arrives. But truthfully, it's not as long as it feels and, in the end, you will be much safer by waiting for us.

**The** [**Coalition Against Insurance Fraud**](http://www.insurancefraud.org/scam-alerts-towing.htm) **offers this advice:**

**Document signing.** Sign only the approval form authorizing a tow to a designated body shop. Avoid signing other forms.

Make sure the name and address on the form are the same as the signage on the tow truck.

When signing the form, sign below the dollar amount quoted on the form, not necessarily on the bottom of the document. After you've signed at the bottom of the document, the tow truck firm might fill in the blanks with inflated fees and the destination of a dishonest body shop.

**Price list.** Make sure the tow truck firm gives you a printed price list that includes towing and daily storage fees, plus other miscellaneous charges. You’ll also want printed documentation of where the vehicle is being towed.

**Damage report.** Make sure the tow truck driver creates and signs a damage report at the accident scene. You should get a copy.

**Use credit cards.** Refuse to deal with a towing operator who requires cash payment only.

**Keep insurance info private.** Never give the tow truck operator your insurance information or other personal information. A dishonest towing firm or body shop might use this information to contact you and impersonate the insurance company.

**Photos.** Use your cell phone camera to take photos of the scene, including a picture of the tow truck. If you don't have a smart phone, keep a disposable camera in your glove box.

​**Complain.** File complaints if you’re scammed. Contact your insurer, your state office [ In Minnesota, contact the Minnesota Department of Commerce Fraud Bureau] the local Better Business Bureau and the police.

Hopefully, we've demonstrated why you should not engage a tow truck driver other than the one you call for roadside assistance.

If you're in search of a cheap tow truck service that is also local, professional and open 24 hours, you've found us: Big Smitty Towing & Recovery! Give us a shout: 651.955.6475.

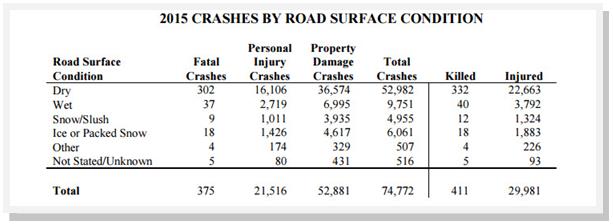
## Pull Out Services

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|  | Whether you're stuck in mud or snow, or you swerved to avoid a wreck and ended up in a ditch, you'll likely need winch-out services to get you back on the road. Because winching requires special equipment and skills, it's important that you only call a tow truck company that has experience with pull out services. Smitty Big Tow h as that experience and our 24 hour service is just a phone call away.  ​It is so frightening when you lose control of your car, end up in a roadside ditch and need to be pulled out. Sadly, the chances of this happening to you in St Paul, Minneapolis or anywhere in the State of Minnesota is higher than most other large metropolitan areas.  According to the AllState America's Best Driver Report for 2016, Minnesota doesn't have a reputation for being safe drivers. Minneapolis ranked 125th and St Paul ranked 172nd out of 200 safest driving cities in rain and snow. But lest you try to blame it on the fact that we have more snow and rain than other major metropolitan areas, the Minnesota Department of Transportation records show that we actually have more accidents when the roads are dry than when they are wet. The statistics below are for the State of Minnesota in 2015, as reported by Minnesota Department of Transportation.  When you call Smitty Big Tow to request a pull out, it will be helpful if you are able to tell us how far your vehicle is from solid land or the nearest accessible road. This is so we make sure the tow truck driver takes the proper equipment to resolve your situation. Believe it or not, there is different winching equipment for different situations and we want to ensure that we take good care of you when we arrive.  If you have safety triangles in your car, place them at the roadside where your car is in the ditch. This is especially important if your car cannot be seen from the road. Not only will it help our tow truck driver find you, but it will warn other vehicles that you are there.  While you are waiting for our us to arrive, stay in your car. ​Especially if it's winter time in Minnesota. You know those wind chill temps can cause frost bite in little-to-n0-time.  Once we arrive we'll need your driver's license and vehicle registration information, so if you gather that while you're waiting for us, it'll be that much faster once we arrive.  Don't be fooled if a tow truck other than Smitty's shows up. If a wrecker stops to help, let them know you've already called a truck and will wait. Sadly there are some dishonest scam artists who troll for stranded motorists. Yes, they may know how to winch and tow your car, but they may also hold your car "hostage" in exchange for exhorbitant fees to release your car back to you.  If anyone approaches your car, do NOT open your window or door. Crack the window just enough for them to be able to hear you and tell them that you already have help on the way. Many Minnesotans are very helpful, but this is not the situation in which to risk your life to find out if you are dealing with "Minnesota Nice" or a phsycopath. If at any time you feel unsafe, call us back. We will either stay on the phone with you until our truck arrives or we'll call the local police on your behalf.  Our winching services aren't limited to just on road vehicles, as our customer Daniel Miller learned when his garden tractor quit working. We winched it out of the trees for him and got it back to his garage so he could repair the engine.  If you've got something that needs to be winched out, give us a call at 651.955.6475 or fill out the form at the top of the page and Smitty Big Towing and Recovery will take care of you.  ​ |

Whether you're stuck in mud or snow, or you swerved to avoid a wreck and ended up in a ditch, you'll likely need winch-out services to get you back on the road. Because winching requires special equipment and skills, it's important that you only call a tow truck company that has experience with pull out services. Smitty Big Towing has the experience and our 24-hour service is just a phone call away.

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When you call Smitty Big Towing to request a pull out, it will be helpful if you are able to tell us how far your vehicle is from solid land or the nearest accessible road. This is so we make sure the tow truck driver takes the proper equipment to resolve your situation. Believe it or not, there is different winching equipment for different situations and we want to ensure that we take good care of you when we arrive.

If you have safety triangles in your car, place them at the roadside where your car is in the ditch. This is especially important if your car cannot be seen from the road. Not only will it help our tow truck driver find you, but it will warn other vehicles that you are there.

While you are waiting for our us to arrive, stay in your car. ​Especially if it's wintertime in Minnesota. You know those wind chill temps can cause frostbite in little-to-no-time.

Once we arrive, we'll need your driver's license and vehicle registration information, so if you gather that while you're waiting for us, it'll be that much faster.

Don't be fooled if a tow truck other than Smitty's shows up. If a wrecker stops to help, let them know you've already called a truck and will wait. Sadly, there are some dishonest scam artists who troll for stranded motorists. Yes, they may know how to winch and tow your car, but they may also hold your car "hostage" in exchange for exorbitant fees to release your car back to you.

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Our winching services aren't limited to just on road vehicles, as our customer Daniel Miller (see below review) learned when his garden tractor quit working. We winched it out of the trees for him and got it back to his garage so he could repair the engine.

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## Tire Change

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|  | Let's go ahead and say it; flat tires stink. But if you routinely drive a car, you're bound to need flat tire assistance at least once in your lifetime. The key to getting through the inconvenience in the least amount of time and with the least amount of trouble is to have a plan ahead of time as to what you'll do when your tire blows out.  Will you replace your own flat tire or do you want someone to do it for you? If you plan to change the tire yourself, be sure you keep the proper tools in your car at all times. The Minnesota Department of Motor Vehicles recommends, "Besides the crucial jack, wrench, and spare tire, you might also want to consider placing these tools in your trunk to make a tire change much easier and more comfortable:  Flashlight (with extra batteries).  Gloves.  Tarp or mat to kneel on.  Plastic rain poncho.  Fix-a-flat™ spray foam.  Tire gauge.  Tire blocks."  But, if your tire goes flat in rush hour traffic, late at night, when it's cold outside, when you're dressed up, while on a date, when you're in an unfamiliar place, etc you may not want to go to the hassle of changing the flat tire yourself. Give us a call at Smitty's Big Towing & Recovery. We're dressed for the job, our tow truck is stocked with the necessary tools and, since we probably replace flat tires more frequently than you do, we're faster at it than you will be.  MONEY SAVING TIPS FOR ROADSIDE TIRE SERVICE  Unfortunately, few insurance policies cover flat tire change or repair, so it's important that you get a cheap tow truck in the Twin Cities since the payment is coming out of your pocket. You can rely on Smitty Big Tow for low flat tire change rates in the St Paul, Minneapolis and the entire metro area — - without sacrificing service.  It's definitely cheaper to have your flat tire changed roadside than it is to tow your car to a repair facility. So keeping your spare tire in good condition is another way to save money when you have a flat tire.  According to Your Mechanic, the most neglected safety device on your car (or anyone's car) is the spare tire. Think about it. When was the last time you even looked at your spare tire, let alone checked the air pressure, examined the tread and sidewalls for cracks or checked the tread depth? If you're like most people probably never.  And — did you know that tires have a life expectancy of 10 years? So if you're spare tire is older than 10 years old, it's time to replace it. The manufacture date should be on the sidewall of the tire.    HOW TO AVOID HAVING A FLAT TIRE  Of course the ideal situation is never having to deal with a flat tire in the first place. Though that's unlikely in a lifetime of driving, there are certainly maintenance tips that can help minimize your chances of a flat tire.  We checked with All State Insurance for their advice on preventing a flat tire. Here's what they recommend:  Check Your Air Pressure Regularly  "Underinflated tires with too little air pressure—are one of the most common causes of blowouts and flats. Underinflated tires produce more friction, which in turn causes excessive heating that could lead to a blowout. They also make driving more expensive, because they hurt your fuel economy. Overinflated tires, on the other hand, are more prone to damage from bumpy roads and potholes."    Keep an Eye on Your Tire Treads  "Even tires with half their tread may be risky. Pay attention to the wear bars on your tire. Wear bars are indicator marks located between the tread pattern of your tires. When the wear bar is level with your treads-when the tires have worn down and become even with the wear bar—you know it’s time to get new tires."    Rotate Your Tires When You Change Your Oil  "Because your vehicle’s weight is distributed unevenly, it places a different amount of stress on each wheel. In order to avoid uneven wear patterns and tread failure, you should regularly rotate your tires."    Avoid Driving Near Construction Sites and Other Hazardous Roadways  "Sharp rocks, nails, metal shards, glass, and large potholes can all cause punctures and flats. Whenever possible, avoid driving on the highway shoulder, which can be full of sharp rocks and debris from car accidents."    Don’t Overload Your Car or Truck  Know the maximum load rating of your vehicle and don't overload it. "Overloaded tires undergo more heat and friction and are far more likely to fail."    Be on the Lookout for Tire Recall Information  "Tire defects are relatively uncommon, but tires with defects can cause tread separation, where the tread becomes separated from the tire base. A good way to avoid becoming the victim of a recalled tire accident is to sign up for NHTSA’s Tire and Vehicle Recall Information email alerts." Simply enter your tire brand and if that brand issues a recall, the NHTSA will email you.  Even with all the preventative maintenance, you're still likely to have to deal with a flat tire at some time in your life. Put Smitty Big Towing & Recovery on your speed-dial — 651.955.6475 — and we'll take care of you... and your flat tire. |

Let's go ahead and say it: flat tires stink. But if you routinely drive a car, you're bound to need flat tire assistance at least once in your lifetime. The key to getting through the inconvenience, in the least amount of time and with the least amount of trouble, is to have a plan for when your tire blows out.

Will you replace your own flat tire or do you want someone to do it for you? If you plan to change the tire yourself, be sure you keep the proper tools in your car at all times. The [Minnesota Department of Motor Vehicles](http://www.dmv.org/how-to-guides/changing-tire.php) recommends, "Besides the crucial jack, wrench, and spare tire, you might also want to consider placing these tools in your trunk to make a tire change much easier and more comfortable:

* Flashlight (with extra batteries).
* Gloves.
* Tarp or mat to kneel on.
* Plastic rain poncho.
* Fix-a-flat™ spray foam.
* Tire gauge.
* Tire blocks."

But, if your tire goes flat in rush hour traffic, late at night, when it's cold outside, when you're dressed up, while on a date, when you're in an unfamiliar place, etc., you may not want to go to the hassle of changing the flat tire yourself. Give us a call at Smitty Big Towing & Recovery. We're dressed for the job, our tow truck is stocked with the necessary tools and, since we probably replace flat tires more frequently than you do, we're faster at it than you will be.

**MONEY-SAVING TIPS FOR ROADSIDE TIRE SERVICE**

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The ideal situation is never having to deal with a flat tire. Though that's unlikely in a lifetime of driving, there are maintenance tips that can help minimize your chances of a flat tire. We checked with [All State Insurance](https://blog.allstate.com/prevent-flat-tires/) for their advice on preventing a flat tire. Here's what they recommend:

**Check Your Air Pressure Regularly**

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Even with all the preventative maintenance, you're still likely to have to deal with a flat tire at some point. Put Smitty Big Towing & Recovery on your speed-dial — 651.955.6475 — and we'll take care of you and your flat tire.

## Classic Car Towing

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|  | There are cars. And then there are CARS. If you're a classic car buff, you know what we mean. And if you need to transport a classic car, you definitely want to be sure to contract with a tow truck company that knows how to care for a classic.  Smitty Big Towing and Recovery has almost 15 years experience in transporting classic cars. We understand how much your classic car means to you; not just in financial worth but in emotional value as well. It isn't like you can easily replace a We have the tools and equipment to load your classic car onto our flatbed without damaging it. We have the know-how required to work with cars that were manufactured in the 70s, 60s, 50s, 40s and earlier. In other words, we'll care for your classic car during transport as if it were our own. Smitty and his team recognize that transporting a '67 Camero, a '49 Mercury Eight, a '35 Rolls-Royce GRF-2 or any other classic car is NOT the same as towing a 2014 Ford Escape or a 2009 Toyota Camry. Though the Ford and Camry are important to their owners, and we'll take appropriate care; worst case scenario is we could replace the Camry or the Escape. Classic Cars are irreplaceable  and, thus, deserve to be treated as the jewels they are.  WHAT QUALIFIES AS A CLASSIC CAR    The Classic Car Club of America says in order for a car to be considered a classic, it must have been manufactured between 1925 and 1948, whereas the Antique Automobile Club of America says the car must be between 25 - 50 years old AND “fine” or “unusual" in order to qualify as a classic car. And a post in the Chevelle forum describes a classic car as, "any car 10 years old or older, the first or last of a series, or limited edition."  In the State of Minnesota, the Department of Motor Vehicles defines a classic car this way, "Any motor vehicle manufactured between and including the years 1925 and 1948, and designated by the commissioner as a classic car because of its fine design, high engineering standards, and superior workmanship, and owned and operated solely as a collector's item. No commercial vehicles such as hearses, ambulances, or trucks are considered to be classic cars. To fall under the definition of “classic car” a vehicle must be built between 1925 and 1948 and be identified on a list of classic cars contained in the Minnesota statutes."  WHERE TO BUY & SEE CLASSIC CARS IN ST PAUL & MINNEAPOLIS  Two of the most reputable Classic Car dealers in the Twin Cities are  Sunset Classics in Minneapolis and Ellingson Motorcars up in Rogers. Sunset Classics is owned and operated by John Snell, a local St Paulite who grew up in Lake Elmo. Ellingson not only buys and sells classic cars, but they'll also consign a classic car for you. They both have terrific selection and ever-changing inventory.  The Best Car Show in America is right here in St. Paul, according to USA Today. Back To The 50's is staged by Minnesota Street Rod Association at the Minnesota State Fairgrounds. Though the name implies all the classic cars are from the '50s, that's not accurate. We've seen everything from Model Ts up to 70's Ford Mustangs and everything in between among the almost-12,000 cars that were on display at the 2016 show. The show is generally held the third or fourth weekend of June.  ​  CLASSIC CAR TRANSPORT IN TWIN CITIES  Whether you are a serial classic car buyer/seller or you've just purchased your dream classic car, give us a call at Smittys Big Tow or fill out the form at the top right of this page to set a time to transport your beauty to its new destination within the Twin Cities Metro area. Whether you need it transported to your home garage, a storage facility or your mechanic's shop, you can rely on Smittys Big Towing and Recovery. With a strong appreciation for the rich history and elegant lines of classic cars, you have our word that we will take superior care when you select us to transport a classic car. Whether it's from Sunset Classics, Ellingson Motorcars, or a private seller, you can rely on Smittys Big Towing and Recovery to handle your new classic car with kid gloves.  Call us at 651.955.6475 |

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Smitty Big Towing & Recovery has nearly 15 years of experience in transporting classic cars. We understand how much your classic car means to you, not just in financial worth, but also in emotional value. It isn't like you can easily replace a classic. We have the tools and equipment to load your classic car onto our flatbed without damaging it. We have the know-how required to work with cars that were manufactured in the 70s, 60s, 50s, 40s and earlier. We’ll care for your classic car during transport as if it were our own. Smitty and his team recognize that transporting a '67 Camaro, a '49 Mercury Eight, a '35 Rolls-Royce GRF-2 or any other classic car is NOT the same as towing a 2014 Ford Escape or a 2009 Toyota Camry. Though the Ford and Camry are important to their owners, and we'll take care, in the unlikely event of damage, we can repair or replace the Camry or the Escape. Classic Cars, however, are irreplaceable and, thus, deserve to be treated as the jewels they are!

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**WHERE TO BUY & SEE CLASSIC CARS IN ST PAUL & MINNEAPOLIS**

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## About Us

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| --- | --- |
|  | Smitty Big Towing & Recovery is a locally owned, family operated company that provides professional towing & roadside assistance services to the residents of St Paul, Minneapolis and the Twin Cities MN metro area.  Though Smitty Big Towing & Recovery was launched in 2009, Smitty himself has more than 15 years experience in the towing and roadside assistance industry, having studied, worked and learned what makes a terrific tow truck company under the tutelage of former employers.  When he opened Smitty Big Towing & Recovery, Smitty established a core set of values by which he still runs his company company.  1) Always treat our customers fairly, providing them the lowest rate possible.  2) Always treat our customers with respect.  3) Acknowledge that the circumstances under which we meet our customers is stressful for them, so do our best to be patient and kind, even if they are rude and demanding.  4) Be an information resource for our customers, because though we may have changed 1000 flat tires, this may be this client's first time dealing with this problem.  5) Be honest when estimating the amount of time it will take to reach the customer's destination, so as not to disappoint them before we even get there.  These are the core values that underscore every tow truck we send out, every tire we change roadside, every jump start we deliver, every vehicle we pull out of a ditch or snowbank, and every classic car we transport. And we believe it is because of these core values that we continue to grow our repeat customer base.  We hope you never need our services, but if you do, we sincerely hope you'll give us the chance to demonstrate our superior customer service at competitive rates. |

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## Contact Us

Looking for towing in St Paul MN may seem like an easy task. You might even figure it’s like “pin the tail on the donkey” but we urge you to research your next towing company in St Paul MN or the Twin Cities before making the decision to contract with one. At Smitty Big Towing & Recovering, we remain transparent, genuine, caring, and honest as we provide the most professional yet cheap towing in St Paul and surrounding areas.

Contact us today, your 24/7 tow truck service, and we’ll get you the best rates, the best car care, and the best craftmanship a locally owned tow company can provide!

# Content Word Count

You have a total of 1000 words (written) half of which can be used for editing (or otherwise taken out of your weekly hourly allotment) over the course of the 3-month campaign.

|  |  |
| --- | --- |
| Title | Word Count |
| [CITATIONS](#_Citations) | 191 |
| [HOME](#_Home) | 556 |
| [JUMP START](#_Jump_Start) | 710 |
| [LOCK OUT](#_Lock_Out) | 571 |
| [TOWING SERVICE](#_Towing_Service) | 1272 |
| [PULL OUT SERVICES](#_Pull_Out_Services) | 663 |
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