

MICHELIN



ONCall



MICHELIN ONCall : the truck tyre breakdown assistance that combines simplicity, rapidity and efficiency.



2H40⁽¹⁾
DOWNTIME



24/7
365 DAYS A YEAR



88%
SATISFACTION RATE⁽³⁾



24
LANGUAGES SPOKEN



34
COUNTRIES



3.300
SERVICE PARTNERS



FOR ALL
MANUFACTURERS



00 800 79 79 79 79⁽²⁾



ONCall
WEB APP



ONCall
PORTAL



MICHELIN

A FULLY TRANSPARENT PRICE FOR ALL BREAKDOWNS ALL OVER EUROPE

Prices valid from 1st January 2025



1) CALL-OUT FEE

80 €
NATIONAL

OR

120 €
INTERNATIONAL



Answering calls **24/7**
in **24 languages** in Europe.



Administrative monitoring of assistance, from call to invoicing, throughout Europe.



2) FLAT-RATE SERVICE PACKAGES

ON THE ROAD

Costs by zone

	FROM MONDAY 6AM TO FRIDAY 22PM		OTHER PERIODS INCLUDING PUBLIC HOLIDAYS
	Day : 8H00 / 18H00	Dawn - dusk : 6H00 / 8H00 - 18H00 / 22H00	
ZONE 1: Bosnia and Herzegovina, Bulgaria, Croatia, Estonia, Greece, Hungary, Latvia, Lithuania, Macedonia, Montenegro, Poland, Romania, Serbia	220 €	285 €	325 €
ZONE 2: Andorra, Portugal, Spain, Italy	230 €	325 €	389 €
ZONE 3: Czech Republic, Slovakia, Slovenia	255 €	350 €	470 €
ZONE 4: France, Monaco, Belgium, Luxembourg, Netherlands	330 €	477 €	614 €
ZONE 5: Austria, Denmark, Finland, Germany, Norway, Sweden, Ireland, United Kingdom	320 €	515 €	605 €
ZONE 6: Switzerland	545 €	650 €	780 €

Price including toll fees

Vehicle towing is not included in the ONCall breakdown package and remains the responsibility of the customer

... OR IN AN AUTHORISED CENTRE

ASSISTANCE IN AN AUTHORISED CENTRE DURING OPENING HOURS

80 €

ASSISTANCE: including fitting, removing the tyre, unmounting and mounting the wheel.

Specific to the United Kingdom: no services provided at approved centres in the UK

FITTING OPTIONS

ADDITIONNAL TYRE FITTED*	REPAIR	SPARE WHEEL FITTED	STEEL WHEEL	ALUMINUM WHEEL	WHEEL BALANCING	VALVE EXTENSION
60 €**	110 €	60 €	220 €	500 €	50 €	15 €

* Flat rate applicable from the second tyre fitted on road, highways, licensed roads and approved centre

** Except for Switzerland, the price is 69 €

TPMS and TMS are not included in the offer. In the event of a change, the cost remains at the customer's expense



Additional costs

ON TOLL ROADS WHEN SPECIAL TARIF APPLIES		
HIGHWAYS	ACCES	ADDITIONAL FEE/FITTED TYRE*
FRANCE	480 €	405 €
ITALY	230 €	/
DENMARK**	310 €	/

* Additional fee for each brand new or retread fitted tyre (all brands).

** Truck Mounted Attenuator (TMA) or Safety Car

ON PROTECTION CLASSIFIED ROADS (Truck Mounted Attenuator)			
HIGHWAYS	FROM MONDAY 6AM TO FRIDAY 22PM		OTHER PERIODS INCLUDING PUBLIC HOLIDAYS
	Day : 8H00 / 18H00	Dawn - dusk : 6H00 / 8H00 - 18H00 / 22H00	
SWEDEN	475 €	645 €	730 €



Pricing rule on schedules:

It is the time of triggering of the assistance when the file is opened which will be retained for the invoicing of the repair and not the arrival time of the repairer at the location of the intervention

Example:

- If the call time for the repair is 7h30 and the time of arrival at the repair location is 8h30
=> it is the "Dawn - Dusk" package that applies and not the "Day" package

Cancellation policy:

On the roads or toll roads, free of charge up to 30 minutes after the first call. Beyond 30 minutes, a minimum cancellation fee of 90 euros will apply.



3) FLAT-RATE FOR TYRES⁽⁴⁾

MAIN SIZES		385/65 R 22.5	385/55 R 22.5	315/80 R 22.5	315/70 R 22.5	315/60 R 22.5	295/80 R 22.5
POSITION		Trailer	Trailer	Steer & Drive	Steer & Drive	Steer & Drive	Steer & Drive
ONCall PRICES FOR HEAVY TRUCK MICHELIN NEW TYRES		714 €	786 €	746 €	744 €	804 €	761 €
NEW TYRE GROUP 1 Bridgestone, Continental, Goodyear	85% of Michelin price	608 €	669 €	635 €	633 €	684 €	647 €
NEW TYRE GROUP 2 BFGoodrich®, Dunlop, Hankook, Firestone, Pirelli	75% of Michelin price	537 €	591 €	560 €	559 €	605 €	572 €
NEW TYRE GROUP 3 Other tyre brands	60% of Michelin price	430 €	474 €	449 €	448 €	484 €	459 €
REMIX MICHELIN	75% of Michelin price	537 €	591 €	560 €	559 €	605 €	572 €
RETREADS OTHER MANUFACTURERS	65% of Michelin price	466 €	413 €	486 €	485 €	524 €	496 €

Access the **full list of tyre rates on** **MICHELIN MyPortal**

You may be charged an additional cost for waste treatment (eco-participation).

FOR MORE INFORMATION





APPLY FOR REGISTRATION ON MICHELIN



MyPortal

myportal.michelingroup.com



I receive my personal code.

VISIBILITY

Following breakdown description, MICHELIN ONCall gives me an estimated intervention time, I can assess the cost of the assistance by myself.

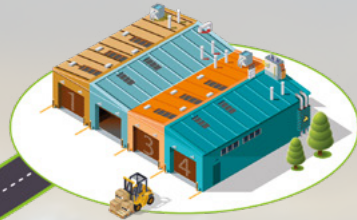
ORGANISATION

MICHELIN ONCall monitors the breakdown assistance's progress.

TRANSPARENCY

I can inform my customer and I receive an invoice according to MICHELIN ONCall price schedule.

LOADING
My driver gets ready to hit the road and deliver to my customer.



DAMAGED TYRE
My driver has a tyre problem.



3 WAYS TO TRIGGER MICHELIN ONCall:

- With a single call to **00 800 79 79 79 79⁽²⁾**
- Or a single click on **MICHELIN ONCall**,
- Or with the web App ONCall



ASSISTANCE ON THE ROAD
If the vehicle cannot drive, a professional selected by Michelin will repair it on-site.

OR

STOP & GO ASSISTANCE

If the vehicle can still drive, the breakdown service redirects the driver to the nearest selected service provider location.



BACK ON THE ROAD
Once the tyre is repaired, my driver can set off again.



⁽¹⁾ 2022, average downtime in Europe with MICHELIN ONCall

⁽²⁾ Toll free number without potential mobile operator costs..

⁽³⁾ Customer Satisfaction ONCall 2021.

⁽⁴⁾ Rate will apply depending on the tyre mounting position.

From this document you will be aware of tyre repair and replacement costs, however, the total breakdown cost will not be confirmed until the service is completed. The service provider will use their professional expertise to assess the job and complete the necessary service to get the vehicle back in operation. In some instances there may be a difference between the initial job request and the final invoiced services.

See the complete General Terms and Conditions of Sales on MyPortal. All prices are excluding VAT. Prices valid from 1st January 2025. Michelin shall process Personal Data collected for the Processing of the Michelin ONCall Service. For more information on the Processing of your Personal Data and to exercise your rights, please refer to our Personal Data Policy, available at: webapp.oncall.michelin.com

In the event of a claim, please contact:

⁽⁵⁾ 2022, average real time of arrival in Europe with MICHELIN ONCall.

