

MICHELIN



ONCall



**GET BACK
ROLLING IN
RECORD* TIME**

*2 hours 40 minutes - average Michelin ONCall intervention time in Europe in 2024



MICHELIN

GET YOU ROLLING
ALL OVER EUROPE
WHILE HAVING FULLY
TRANSPARENT PRICE.

Prices valid from 1st of January 2026

THE OFFER IS VALID FOR ALL 17.5, 19.5 AND 22.5 INCH TRUCK TYRES.

1. TAKING CHARGE OF YOUR BREAKDOWN!

80€
NATIONAL

OR

120€
INTERNATIONAL

- Teams available 24/7
- 24 languages spoken
- Digital tools at your disposal to order and track your repair
- 80% of calls answered in less than 30 seconds⁽¹⁾
- Administrative tracking of repairs from the moment your file is opened until invoicing

(1) 2024 average

2. FLAT-RATE SERVICE PACKAGES

ON THE ROAD⁽²⁾

Price including toll fees

ON THE ROAD ⁽²⁾ Price including toll fees	FROM MONDAY 6AM TO FRIDAY 10PM		OTHER PERIODS INCLUDING PUBLIC HOLIDAYS
	DAY: 8AM/6PM	DAWN - DUSK: 6AM/8AM - 6PM/10PM	
ZONE 1			
Bosnia and Herzegovina, Bulgaria, Croatia, Estonia, Greece, Hungary, Latvia, Lithuania, Macedonia, Montenegro, Poland, Romania, Serbia, Czech Republic, Slovakia, Slovenia, Andorra, Portugal, Spain, Italy, Turkey	240€	330€	400€
ZONE 2			
France, Monaco, Belgium, Luxembourg, Netherlands, Austria, Denmark, Finland, Germany, Norway, Sweden, Ireland, United Kingdom	340€	490€	620€
ZONE 3			
Switzerland	560€	660€	790€

(2) - ON THE ROAD package includes travel up to 100kms, wheel removal / fitting, tyre demounting / mounting, up to 3h of labor and service van toll
- Extra cost of 1.8 EUR / km over 100 km round trip
- Extra service cost over 3 hours of intervention duration (Real time of finish - Real time of arrival) will be invoiced at real costs of intervention.
- Offer does not include vehicle towing
- In the event of TPMS/TMS replacement/pairing, the customer is obliged to pay the service provider directly.

...OR «STOP&GO» IN AN AUTHORISED CENTRE⁽³⁾

ASSISTANCE IN AN AUTHORISED
CENTRE DURING OPENING HOURS

80€

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

(3) STOP&GO non available in UK

FITTING OPTIONS

REPAIR	SPARE WHEEL	ADDITIONAL TYRE FIT ⁽⁴⁾	BALANCING	VALVE EXTENSION AND ACCESSORIES	STEEL / ALUMINIUM WHEEL
110€	70€	60€ ⁽⁵⁾	50€	15€	300€ / 550€

(4) Flat rate applicable from the second tyre fitted on road, highways, licensed roads and approved centre. (5) Except for Switzerland, the price is 70€

ONCALL TYRES PRICE LIST

Prices valid from 1st of January 2026

SIZES	NEW TYRES				RETREAD TYRES	
	MICHELIN	GROUP 1 BRIDGESTONE, CONTINENTAL, GOODYEAR	GROUP 2 BFG, DUNLOP, HANKOOK, FIRESTONE, PIRELLI	GROUP 3 OTHER BRANDS	REMIX	OTHER BRANDS
ONCall 315/70 R 22.5	727€	649€	573€	459€	546€	497€
ONCall 385/65 R 22.5 TRAILER	698€	623€	550€	440€	524€	477€

ADDITIONNAL COSTS

ON TOLL ROADS WHEN SPECIAL TARIF APPLIES

HIGHWAYS	ACCES	ADDITIONAL FEE /FITTED TYRE ⁽⁶⁾
France	500€	405€
Italy	300€	

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

ON PROTECTION CLASSIFIED ROADS⁽⁷⁾ (TRUCK MOUNTED ATTENUATOR)

HIGHWAYS	FROM MONDAY 6AM TO FRIDAY 10PM		OTHER PERIODS INCLUDING PUBLIC HOLIDAYS
	DAY: 8AM/6PM	DAWN - DUSK: 6AM/8AM - 6PM/10PM	
Denmark	315€	315€	315€
Finland	335€	335€	335€
Sweden	485€	655€	740€

(7) Truck Mounted Attenuator or Safety Car required for work on Highway

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

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.

WHY CHOOSE MICHELIN ONCALL

- > Teams available 24 hours a day, 7 days a week
- > 80% of calls answered in less than 30 seconds⁽⁸⁾
- > Pan-European coverage (33 countries and 24 languages spoken)
- > Digital tools at your disposal to order and track your repair service
- > Tracking of the service from the moment your request is accepted until invoicing

(8) average for 2024



WE ARE REACHABLE BY

PHONE
00 800 79 79 79 79

WEBAPP
<https://webapp.oncall.michelin.com>

PARTNER PORTAL
<https://partnerportal.axapartners.com>

REGISTER FOR FREE - CONTACT YOUR
MICHELIN COMMERCIAL REPRESENTATIVE

HOW DOES IT WORK?

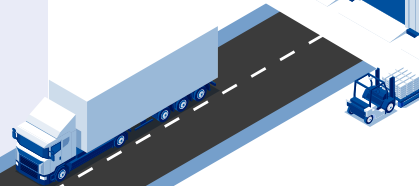
APPLY FOR FREE REGISTRATION, CONTACT YOUR MICHELIN REPRESENTATIVE

I receive my personal code.



LOADING

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



VISIBILITY

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

DAMAGED TYRE

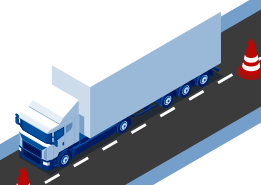
My driver has a tyre problem.

2 WAYS TO TRIGGER MICHELIN ONCall:

- With a single call to

00 800 79 79 79 79⁽²⁾

- Or with the web App ONCall
webapp.oncall.michelin.com



ORGANISATION

MICHELIN ONCall monitors the breakdown assistance's progress.

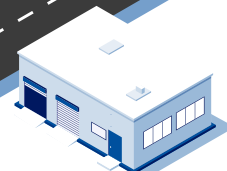
ASSISTANCE ON THE ROAD

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.

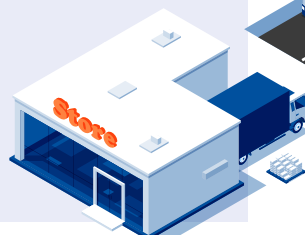


TRANSPARENCY

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

BACK ON THE ROAD

Once the tyre is repaired, my driver can set off again.



(1) 2024, average downtime in Europe with MICHELIN ONCall

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

(3) 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 of January 2026. 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

(4) 2024, average real time of arrival in Europe with MICHELIN ONCall.



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