

Edition 02/2020







Stay safe during a breakdown!

In case of a breakdown, it is important to take the following measures:



Stop in the emergency lane (hard shoulder) and turn on your hazard lights



Put on your reflective safety vest



Place the warning triangle 100 feet (330 feet on highways) behind your vehicle



Take shelter behind the safety barrier and notify the police or third party assistance

Some countries, however, have local regulations regarding breakdowns, which are outlined in detail on the following pages.



Please also check our comprehensive list of European winter regulations:

www.continental-tyres.co.uk/truck/knowhow/european-winter-regulations

Continental wishes you a safe journey.





Conti360° Hotline: +43 2236 40 40 2300

> Emergency: 144 Police: 133 or 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Police

Who needs to call

Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: allowed

1 Pattern: allowed

Size: prohibited

MORE INFORMATION

Third-party costs

Sometimes
(e.g. if a highway or tunnel
has to be closed due to the
breakdown)

 Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Federal Ministry of Transport, Innovation and Technology

Belgium [BE]



Emergency: 110 or 112 Police: 110 or 112

3RD PARTIES

When to involve

Highways: Always

All other roads: only if additional road security is required

Whom to involve

Police.

Depending on the situation, the companies "FAST" (Flanders) or "Siabis+" (Wallonia) will be involved. Lifting on the highways carried out by accredited FAST towers after calling 112 (police). FAST also provides signs; for vehicles >3.5 tons there will be a cushion.

Who needs to call

Fleet (driver/manager)

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: allowed

1 Pattern: allowed

Size: allowed

MORE INFORMATION

Third-party costs

Yes

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Belgian Ministry of Transport and Mobility

Bulgaria [BG]



Conti360° Hotline: +43 362 272 300 806

Emergency: 112 Police: 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Highway authorities by calling the police

Who needs to call

Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: allowed

Pattern: allowed

Size: only temporarily

MORE INFORMATION

Third-party costs

Yes

 Handled via Conti360° after prior guarantee of payment from fleet

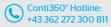
Legal authority

The Secretary of State for Transport

http://tiny.cc/360bulgaria







Emergency: 194 Police: 192

3RD PARTIES

When to involve

Always

Whom to involve

Highway authorities HAC +385 0800 0422 or ORYX assistance service +385 0800 18 18, can also be reached via SOS button on the roadside

Who needs to call

Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: allowed

Pattern: allowed

Size: prohibited

MORE INFORMATION

Third-party costs

Yes*

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Law on Roads NN 84/11 and Law on Road Traffic Safety (NN 67/08 i 74/11)

http://tiny.cc/360croatia

of the vehicle owner, in accordance with Article 45, paragraph 4 of the Law on Roads (Official Gazette 84/11), and Articles 35, 79, 140 and 180 of the Law on Road Traffic Safety (OG 67/08 and

74/11), and while the vehicle is removed, the officer will properly mark the stopped vehicle.



Czech Republic [CZ]



Emergency: 155 or 112 Police: 158 or 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Highways: assistance service (800 280 281)

All other roads: police

Who needs to call

Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

Ø No

Legal authority

Law 361/2000 Sb. §45

Denmark [DK]



Emergency: 112 Police: 118

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Emergency 112

Who needs to call

Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: allowed

1 Pattern: allowed

Size: allowed

MORE INFORMATION

Third-party costs

Yes

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

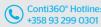
Transport-, Bygnings- og Boligministeriet (Ministry of Transport, Building and Housing)

http://tiny.cc/360denmark

^{*} In case the driver is not able to remove the vehicle from the highway, the highway controller will immediately issue an order to remove the vehicle from the highway to the contracted officer at the expense







Emergency: 112 Police: 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Emergency 112

Who needs to call

Fleet (driver/manager) or any witness

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

⊘ No

Legal authority

General duty of help

France [FR]



Emergency: 15 or 112 Police: 17 or 112

3RD PARTIES

When to involve

Highways and certain national roads: always

All other roads: only if additional road security is required

Whom to involve

Highway agency (SOS button) or police (if the SOS button is not working)

Who needs to call

Driver (not possible/allowed via the Conti360° Hotline)

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

Yes

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Direction générale de la concurrence, de la consommation et de la répression des fraudes

www.economie.gouv.fr/dgccrf

Germany [DE]



Emergency: 112 Police: 110

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Police

Who needs to call

Fleet (driver/manager)

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: allowed

Pattern: allowed

Size: prohibited

MORE INFORMATION

Third-party costs

Yes

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

First the StVO and additionally the Berufsgenossenschaft (BGI800)







Emergency: 112 Police: 107

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Police

Who needs to call

Fleet (driver/manager) or any witness

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

Yes

 Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Belügyminisztérium (BM) Law 30/2011. (IX. 22.)

http://tiny.cc/360hungary

Italy [IT]



Emergency: 112 Police: 112

3RD PARTIES

When to involve

Highways: always

All other roads: only if additional road security is required

Whom to involve

Highways: police, ACI Global or Europe Assistance. Only authorised workshops are allowed to assist on highways

All other roads: police

Who needs to call

Highways: Police, Service partner, or Conti360° Call Center

All other roads: Fleet (driver/manager)

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

1 Pattern: only temporarily

Size: prohibited

MORE INFORMATION

Third-party costs

Yes

 Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Highway code – regulation number 176 * Behaviour while driving on highways and main suburban roads

Netherlands [NL]



Emergency: 112 Police: 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Highways: Rijkswaterstaat 0800-8002 (Road Management) will assess the situation with surveillance cameras/cars and involve a towing company/ additional security, if required.

All other roads: Police, if additional road security is required

Who needs to call

Highways: Rijkswaterstaat

All other roads: Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: allowed

Pattern: allowed

✓ Size: allowed

MORE INFORMATION

Third-party costs

Sometimes
(e.g. if additional towing service required)

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

National Truck Regulation (LVR) by Ministry of Transport / Directorate General of Public Works and Water Management Rijkswaterstaat (RWS)

http://tiny.cc/360netherlands







Emergency: 113 Police: 112

3RD PARTIES

When to involve

Highways and roads with 60 km/h (35 mph) and higher: upon request of service partner or driver

All other roads: only if additional road security is required

Whom to involve

Highways and roads with 60 km/h (35 mph) and higher: Police or third party with TMA car

All other roads: police, if additional road security is required

Who needs to call

Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

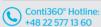
Yes

 Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Norwegian Public Roads Administration N-301 Work on roads

Poland [PL]



Emergency: 999 or 112 Police: 997 or 112

3RD PARTIES

When to involve

Highways: always

All other roads: only if additional road security is required

Whom to involve

Police

Who needs to call

Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: prohibited

1 Pattern: prohibited

Size: prohibited

MORE INFORMATION

Third-party costs

⊘ No

Portugal [PT]



Emergency: 112 Police: 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Highways: AMT Autoridade (+351 211 025 800; Road Management) will assess the situation with surveillance cameras and involve additional security, if required.

All other roads: Police, if additional road security is required.

Who needs to call

Highways: AMT Autoridale All other roads: Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

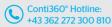
Sometimes (securing the breakdown location is usually free of charge, towing can cause extra cost)

 Handled via Conti360° after prior guarantee of payment from fleet

Some companies may invoice the fleet or their insurance company directly.







Emergency: 112 Police: 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Police

Who needs to call

Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

⊘ No

Legal authority

The Secretary of State for Transport

Russia [RU]



Emergency: 103 or 112 Police: 102 or 112

3RD PARTIES

When to involve

If additional road security is required, in case of an accident, or if two or more vehicles are damaged

Whom to involve

Road police GIBDD (102)

Who needs to call

Fleet (driver/manager) or any witness

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

1 Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

Sometimes
(you may be fined for not following the regulations)

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

GIBDD branch of Ministry of Internal Affairs

http://tinv.cc/360russia

Serbia [RS]



Emergency: 194 or 112 Police: 192 or 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

AMSS Traffic information center (+381 11 1987)

Who needs to call

Fleet (driver/manager) or service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

Yes

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Road Traffic Safety Act

http://tiny.cc/360serbia





Slovakia [SK]



Emergency: 155 or 112 Police: 158 or 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Highways: Assistance service (800 100 007)

All other roads: Police

Who needs to call

Service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

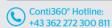
O No

Legal authority

Roads Act (road law) No. 135/1961 Zb.



Slovenia [SI]



Emergency: 112 Police: 113 or 112

3RD PARTIES

When to involve

DARS highway*: Always

All other roads: only if additional road security is required

Whom to involve

First call Conti360° Hotline for advice on next steps and partner involvement.

Conti360° will then involve DARS via DARS Traffic information center (1970). Fleets should leave the communication regarding required service and partner involvements between Conti360° and DARS at all times.

Who needs to call

Fleet (driver/manager) or Conti360° Hotline

* The removal of obstacles from highways/roadways, roadside assistance services, and mobile crane operation services, are divided into nine territorial zones - areas of DARS motorway bases: zone no.1 - ACB Postojna: Zonta do.0., Avtovleka Jerneja Kopitar s.p. zone no.2 - ACB Solsones Konjice: Zonta d.o.o., Enes Draganovic s.p.

zone no. 3 - ACB Ljubljana: Avtovleka Jerneja Kopitar s.p., Avtovleka Požar d.o.o. zone no. 4 - ACB Hrušica: AMZS d.d., Junik M d.o.o. zone no. 5 - ACB Maribo: Žonta d.o.o., Enes Draganovic s.p. zone no. 6 - ACB Kozina: Avtovleka Jerneja Kopitar s.p., AMZS d.d.

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

Sometimes (only on DARS highways)

prior guarantee of payment

Legal authority

Roads Act (ZCes-1) and the Road Traffic Rules Act (ZPrCP)

DARS: http://tiny.cc/360slovenia





Emergency: 061 or 112 Police: 091 or 112

zone no. 7 - ACB Vransko: Žonta d.o.o., Enes Draganovic s.p. zone no. 8 - ACB Novo mesto: Žonta d.o.o., Avtovleka Jerneja Kopitar s.p. zone no. 9 - ACB Murska Sobota: AMZS d.d., Enes Draganovic s.p. The chosen service providers for each zone will be treated equally by DARS d.d., which will assign them in the specific order.





FITMENT RESTRICTIONS

When to involve

3RD PARTIES

Only if additional road security is required

Whom to involve

Highways: Assistance service by calling (112)

All other roads: Police

Who needs to call

Fleet (driver/manager) or service partner

Mixed tyres per axle

Brand: only temporarily

1 Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

Sometimes (securing the breakdown location is usually free of charge, towing can cause extra cost)

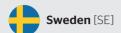
> Some companies may invoice the fleet or their insurance company directly.

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Ministry of Development www.fomento.gob.es







Emergency: 112 Police: 112

3RD PARTIES

When to involve

Specific roads*: Always mandatorv

All other roads: only if additional road security is required, at own discretion

Whom to involve

Service company with TMA vehicle

Who needs to call

Service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: allowed

Pattern: allowed

Size: only temporarily

MORE INFORMATION

Third-party costs

Yes

prior guarantee of payment from fleet

Legal authority

Arbetsmiljöverket (Swedish Work Environment Authority)

http://tiny.cc/360sweden

- | Road E4 | from interchange Gustavsbro to interchange Tonnebro Road E16 | from interchange Gustavsbro to interchange Tegelbruket Road E20 | Västa Götalands county border to Västmanland county border Highway 49 | Olshammar (501) to Rude (50) | Highway 50 | Ottergötlands county border to Dalarna county border Highway 51 | Ostergötlands county border to Interchange 104 (E20) | Highway 52 | Södermalms county border to Kopparberg (50) | Highway 68 | Värnland county border to Kopparberg (50) | Highway 68 | Lindesberg (50) to Västmanland county border |

- Road 204 Värmland county border to interchange Lanna (E18)
- Road 204 Valmanda County Order to miterchange Lanna (Els.)
 Road 205 Askersund (SO) to Laxá (E20)
 Laxá (E20) to Degerfors (555)
 Degerfors (548) to Gällerásen (237)
 Road 207 Orebro (51.01) to Odensbacken (52)
 Road 244 interchange Lilla Mo (SO) to Hammaren (63)
 Road 249 Rya (SO) to Västmandsland county border
 Road 517 Askersund (SO) to interchange 104 Vretstorp (E20)

- Road 529 Sandstubbetorp (E20) to interchange Vretstorp (E20) Östansjö to Hallsberg Hallsberg to Kumla (646/641) Road 733 Örebro to Garphyttan (746) Road 744 Örebro to Gölfallet (746)





Emergency: 144 or 112 Police: 117 or 112

3RD PARTIES

When to involve

Always

Whom to involve

Police

Who needs to call

Service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

Ø No

Legal authority

There is no legal base but calling the police is a measure for safety. It is always required when heavy vehicles are involved in a highway breakdown.

United Kingdom [UK]



Emergency: 999 or 112 Police: 999 or 112

3RD PARTIES

When to involve

Only if additional road security is required

Whom to involve

Highway authorities (0300 123 5000) or police

Who needs to call

Service partner

FITMENT RESTRICTIONS

Mixed tyres per axle

Brand: allowed

Pattern: allowed

Size: only temporarily

MORE INFORMATION

Third-party costs

⊘ No

Legal authority

The Secretary of State for Transport http://tiny.cc/360uk

Guidance

The use of a warning triangle is not permitted on motorways.



Did you know?

Continental helps you get back on the road with the Conti360° Breakdown Service.



29,011

Vehicles helped back on the road



2:28h

Average time to get back on the road*



15.000

Active service vehicles



www.conti360.com

^{*} Average time to get back on the road, based on all our accounts in 2019. Source: internal performance data 2019

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