



European Breakdown Regulations

Edition 01/2021



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-truck-tires.com/winterregulations

Continental wishes you a safe journey.



European Breakdown Regulations



Austria [AT]

 **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 tires per axle


 Brand: allowed


 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]

 **Conti360° Hotline:**
+32 27 204 927
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 tires per axle

 Brand: allowed


 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 tires 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>



European Breakdown Regulations



Croatia [HR]



Conti360° Hotline:
+43 362 272 300 811

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 tires 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>

* 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

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]



Conti360° Hotline:
+420 577 513 696

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 tires per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

No

Legal authority

Law 361/2000 Sb. §45



Denmark [DK]



Conti360° Hotline:
+45 33 140 080

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 tires per axle

Brand: allowed

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>

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Finland [FI]

Conti360° Hotline:
+358 93 299 0301

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 tires 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]

Conti360° Hotline:
+33 344 407 162

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 tires 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]

Conti360° Hotline:
+49 511 938 2000

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 tires 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)



European Breakdown Regulations



Hungary [HU]



Conti360° Hotline:
+361 999 6786

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 tires 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]



Conti360° Hotline:
+39 02 42 410 345

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 authorized 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 tires per axle

Brand: only temporarily

Pattern: only temporarily

Size: prohibited

MORE INFORMATION

Third-party costs

Yes

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Codice della strada - regulation number 176 * Comportamenti durante la circolazione sulle autostrade e sulle strade extraurbane principali (Behavior while driving on highways and main suburban roads)



Netherlands [NL]



Conti360° Hotline:
+31 342 493 409

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 tires 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>



European Breakdown Regulations



Norway [NO]



Conti360° Hotline:
+47 23 06 80 10

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 tires 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

Statens Vegvesen N-301 Arbeid på vei



Poland [PL]



Conti360° Hotline:
+48 22 577 13 60

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 tires per axle

Brand: prohibited

Pattern: prohibited

Size: prohibited

MORE INFORMATION

Third-party costs

No



Portugal [PT]



Conti360° Hotline:
+351 252 499 980

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

FITMENT RESTRICTIONS

Mixed tires 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.

European Breakdown Regulations



Romania [RO]

 **Conti360° Hotline:**
+43 362 272 300 810
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 tires 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]

 **Conti360° Hotline:**
+7 4956 628 889
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 tires per axle


 Brand: only temporarily


 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://tiny.cc/360russia>



Serbia [RS]

 **Conti360° Hotline:**
+43 362 272 300 811
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 tires 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

Zakon o bezbednosti saobraćaja na putevima

<http://tiny.cc/360serbia>



European Breakdown Regulations



Slovakia [SK]



Conti360° Hotline:
+420 577 513 696

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 tires per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

No

Legal authority

Roads Act (cestný zákon)
No. 135/1961 Zb.



Slovenia [SI]



Conti360° Hotline:
+43 362 272 300 811

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

FITMENT RESTRICTIONS

Mixed tires per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

Sometimes (only on DARS highways)

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

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

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

* 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: Žonta d.o.o., Avtovleka Jerneja Kopitar s.p.
zone no. 2 - ACB Slovenske Konjice: Žonta 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 Maribor: Žonta d.o.o., Enes Draganovic s.p.
zone no. 6 - ACB Kožina: Avtovleka Jerneja Kopitar s.p., AMZS d.d.

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.



Spain [ES]



Conti360° Hotline:
+34 902 111 408

Emergency: 061 or 112
Police: 091 or 112

3RD PARTIES

When to involve

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

FITMENT RESTRICTIONS

Mixed tires 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)

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

Handled via Conti360° after prior guarantee of payment from fleet

Legal authority

Ministerio de Fomento
www.fomento.gob.es



European Breakdown Regulations



Sweden [SE]



Conti360° Hotline:
+46 31 775 80 99

Emergency: 112
Police: 112

3RD PARTIES

When to involve

Specific roads*: Always mandatory

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 tires 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

Arbetsmiljöverket (Swedish Work Environment Authority)

<http://tiny.cc/360sweden>

* Road E4 - from interchange Hyttön to interchange Tönnebro
Road E16 - from interchange Gustavsbro to interchange Tegelbruket
Road E18 - Värmland county border to Västmanland county border
Road E20 - Västra Götalands county border to Västmanland county border
Highway 49 - Olshammar (501) to Rude (50)
Highway 50 - Östergötlands county border to Dalarna county border
Highway 51 - Östergötlands county border to interchange 104 (E20)
Highway 52 - Södermalms county border to Kopparberg (50)
Highway 63 - Värmland county border to Kopparberg (50)
Highway 68 - Lindesberg (50) to Västmanland county border

Road 204 - Värmland county border to interchange Lanna (E18)
Road 205 - Askersund (50) to Laxå (E20)
Laxå (E20) to Degerfors (555)
Degerfors (548) to Gällersåsen (237)
Road 207 - Örebro (51.01) to Odensbacken (52)
Road 244 - interchange Lilla Mo (50) to Hammaren (63)
Road 249 - Rya (50) to Västmanland county border
Road 517 - Askersund (50) 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 Gölfalllet (746)



Switzerland [CH]



Conti360° Hotline:
+41 447 455 732

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 tires per axle

Brand: only temporarily

Pattern: only temporarily

Size: only temporarily

MORE INFORMATION

Third-party costs

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]



Conti360° Hotline:
0800 281 405

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 tires 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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