



The industry's first automated E-Call service

# Emergency calling



Routes and delivery schedules mean that drivers often can find themselves operating a truck late at night, on deserted streets or in remote areas.

In an industry first, Volvo's new E-Call is designed to automatically make a 911 call if the truck has been in a rollover or had an airbag deployment. As long as cell coverage is available, E-Call can automatically share that a crash has occurred with location information. The established call is a two-way connection between the driver and the 911 operator.

## Just in case

Our long-term vision is that no Volvo truck should be involved in a roadway accident. We recognize that today drivers are affected by increasingly dangerous external factors, including greater road congestion, inexperienced, impatient or inattentive drivers, and aggressive driving. In fact, more than two-thirds of commercial vehicle accidents are not the fault of the truck driver.

While we continue to design systems to actively help drivers mitigate collisions, we also want to pursue technologies that help reduce the risk of injury to occupants in the event that an accident should occur.

## Benefits

- **E-Call comes standards with every new VNL and VNR**
- **911 call is automatically placed after a rollover or airbag deployment, no driver initiation is required**
- **Operates independent of driver's personal cell phone**
- **With an active SIM card in the Volvo Telematics Gateway, E-Call can provide a callback number to cab for emergency services**
- **Matches with the closest public safety answering point**
- **FCC compliant**

# V O L V O



Safety is our primary concern in every truck we build. Volvo's E-Call comes standard with every new VNL and VNR.

#### **SOS switch**

In addition to the automatic call after a rollover event or deployment of the airbags, you can also choose a manual SOS switch for driver use as well. The optional switch allows drivers to manually connect to 911 directly.

#### **Auto alerts to office**

While a Volvo Action Service subscription with activated SIM card and AT&T connected voice calling service are not required for outgoing emergency calls, you may

elect to have Volvo Action Service. With a Volvo Action Service subscription, a notification can be sent to your operation whenever an E-Call/SOS event is triggered in the truck.

#### **Best-in-class occupant protection**

If the driver is involved in a rollover or airbag deployment, E-Call is just one of several safety measures the truck initiates automatically. The engine is shut down, the fuel supply is stopped, doors will unlock, and the hazard lights are activated. In frontal collisions, the electronic parking brake is set. The truck will simultaneously make the emergency call to 911 operations.

#### **Important notes to remember about Volvo's E-Call:**

- Volvo's E-Call will not function in areas where no cell service is available.
- Volvo's E-Call can only provide an in-cab callback number for emergency services when the SIM card and AT&T voice calling service option are enabled.
- Notifications to your operation of E-Call or SOS Switch activations are only available when the SIM card and AT&T voice calling options are enabled with an active Volvo Action Service subscription.

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Some vehicle options and services may not be available at time of introduction.

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