

FAQs on eCall in Vehicles

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What is eCall? eCall, emergency call or automatic crash response (ACR) is a built-in system in a vehicle which can be manually or automatically activated in the event of a collision to dial the emergency services.

How does eCall work? Since 31 March 2018 under EU Regulation 2015/758 all new M1 cars and N1 light commercial vehicles must have built-in sensors which are capable of detecting when the vehicle is involved in a collision, e.g. if the airbag is activated this can trigger an automatic call to the emergency services.

Why is eCall important? According to the [European Commission](#) eCall can potentially reduce:

- emergency services response time by 50% in rural areas and 40% in urban areas
- road fatalities by between 2% and 10%
- the severity of injuries by between 2% and 15%

Is eCall mandatory in all cars? Yes. From 31 March 2018 eCall 112 systems are mandatory in all new cars and light commercial vehicles with the possibility of retrofitting in older cars.

How can I check if eCall is working? You can contact vehicle manufacturer or authorised distributor. A malfunction lamp can also illuminate on the dashboard.

Where is the eCall button located in a vehicle? It is normally located around the internal rear view mirror or reading lights area but this can vary with vehicle manufacturers. You can refer to owner's manual or contact manufacturer or authorised distributor.

Does eCall still work after a collision? Following any collision it should be checked by the original manufacturer or authorised distributor.

Can I retrofit eCall in a vehicle? You will need to contact the vehicle manufacturer or authorised distributor.

Is eCall checked at the roadworthiness test? There is currently no legal requirement to test the eCall facility during the roadworthiness test. The testing of this mechanism is already incorporated in the vehicle design type approval requirements similar to the vehicle's airbag system which is also tested at the vehicle's design stage and any subsequent malfunction is recognised by alerts on a vehicle's dashboard.

How will a car transmit an eCall? The global positioning system (GPS) establishes the exact position of the vehicle, its vehicle identification number (VIN) and direction of travel, and through its network notifies the emergency services. This can only be done provided the device is still in working order and not damaged in the collision and that the area is covered by the network.

How are the emergency services notified? Once eCall is activated whether the driver is responsive or not the system dials the European emergency number 112. This in turn notifies the appropriate emergency call centre or public safety answering points (PSAP) in the country of origin and sends the collision details to the rescue services.

Can eCall be used manually by witnesses at the scene of a collision if the driver or passenger is unconscious? Yes. It can be triggered manually by pushing the eCall button in the vehicle normally located around the internal rear view mirror or reading lights area but this can vary with vehicle manufacturers. You can refer to owners' manual or contact manufacturer or authorised distributor for its exact location.