



The industry's first automated e-call service

# Emergency calling



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

In an industry first, Volvo's new e-call is designed to make an automated call to the emergency services 911 operator 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 collision has occurred along with location information.

### 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, up to 73% of commercial vehicle accidents are not the fault of the truck driver.

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

Should a crash occur, e-call is one of several protection technologies that can reduce the risk of injury, potentially saving the driver and fleet significant medical expenses, and lost work time.

### Benefits

- **E-call comes standard with every new VNL**
- **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 call back 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.

### **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

select 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 handles automatically. The engine is shut down, the fuel supply is stopped, doors will unlock, the hazard lights are activated and 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 call back 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.
- Volvo Trucks is not responsible for further action on e-call or SOS Switch activation.

[www.volvotrucks.us](http://www.volvotrucks.us) | [www.volvotrucks.ca](http://www.volvotrucks.ca)

Volvo Trucks North America  
7900 National Service Road  
Greensboro, NC 27409

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

©2024

PV835-1200 01/2024