

eCall - SOS Emergency Assistance

In an accident, your vehicle's eCall – SOS Emergency Assistance can either be triggered manually or in severe cases automatically upon detection by vehicle sensors. The eCall service is a public service and is accessible free of charge. The emergency call centre will establish verbal communication with the vehicle occupants in order to understand the extent of the emergency and the level of assistance required. If verbal communication is not achievable an attempt will be made to send the following vehicle information to the emergency call centre. The appropriate emergency services will be deployed to the vehicle's current location if known.

- Current time, location and direction of travel
- Vehicle type
- Vehicle identification number (VIN)
- Whether the call was automatically or manually initiated
- Vehicle category

This system will ensure that your personal data is securely protected. It is designed to ensure that it is not traceable and other external systems are not available. When the

eCall triggers, the system will only transmit the data information to the relevant public safety answering points designated by the respective public authorities of the country on which territory they are located, which will receive and process your emergency call request. The system will retain data locally for 13 hours after triggering.

You have the right to access the data information stored in this system, and to request the rectification, erasure or blocking of data information that does not meet the requirements of the regulations. When you think your personal data is infringed, you have the right to complain to the competent data protection authority.

For manual activation, press and release the SOS button in the overhead console for 1 second to activate an emergency services call. A single beep will be heard when the eCall is triggered and a message will be displayed on the vehicle's message centre and entertainment player. The entertainment player will be muted whilst the emergency services call is active. Manually triggered emergency service calls may be cancelled by pressing and releasing the SOS button again within 5 seconds of the initial press, two beeps will be heard confirming that the emergency

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services call has been cancelled and the messages will be removed.



The emergency services call (eCall) system will perform a self-test when the vehicle power system is ON. During a Self-Test the emergency services call (eCall) LED status indicator on the SOS button will flash quickly until completion. The LED status indicator will be illuminated solid if no system faults are present. The LED status indicator will not illuminate or flash slowly if a fault is

detected. Faults detected during the self-test will be displayed on the vehicles message centre.

Note: *The operation of eCall - SOS Emergency Assistance relies on cellular coverage and may be affected by signal outages or low signal strength.*

Note: *The automatic emergency services call (eCall) function may be disabled by the local MG Authorised Repairer upon request.*