



## **Bosch explains five things that everyone should know about eCall**

The eCall automatic emergency call system can save lives

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- ▶ The eCall emergency call system is mandatory for all new vehicle models
- ▶ The system ensures that rescue operations can be initiated more quickly, thus reducing the number of road deaths
- ▶ Bosch explains five facts worth knowing about the legal position, scope and effectiveness of eCall

Frankfurt am Main - Under EU regulations, the eCall automatic emergency call system has been mandatory in newly registered vehicle models since March 31, 2018. The purpose of the automatically dispatched emergency call in the event of a traffic accident is as follows: rescue operations are initiated more quickly, reducing the number of road deaths. eCall should save up to 2,500 road users' lives every year. "The basic principle behind eCall is quite simple, however a number of aspects require explanation," says Stefan Gross, Head of Mobility Services at Bosch Service Solutions GmbH. "The following five facts should help clarify the topic of eCall."

### **Fact 1: The EU regulation governs several eCall systems**

Developed under the aegis of the EU, 112 eCall is only one of several systems legitimized by the relevant EU regulation. As well as the 112 eCall system, there are other systems from private providers, known as Third Party Service Provider (TPSP) eCall systems, like the one from Bosch. Automobile manufacturers can also install the TPSP system in the vehicle and the customer can decide which system to activate - 112 or the TPSP eCall. TPSP eCall systems generally offer added value. Just like 112 eCall, these capture the information from the minimum data record defined by law. This includes for example the time of the accident, the GPS coordinates of where the accident happened, vehicle registration, timestamp and eCall qualifier, in other words information indicating whether the eCall was triggered automatically or manually. In addition, TPSP eCalls can also transmit details such as the number of occupants in the vehicle.

### **Fact 2: The eCall emergency call system is not a data-hungry monster**

The topic of data protection is a concern for many consumers and quite a few are worried that the eCall emergency call systems are a threat to their privacy. There is no basis for this worry. The eCall's SIM card is passive and is only activated in an emergency. The SIM card only dials into a mobile network in the event of an accident or manual operation of the eCall system. Here too, the EU regulation defines exactly which data may be transmitted to the service provider or the rescue coordination center. This includes the minimum data set and, in addition, only data such as vehicle type or number of occupants, i.e. information that is important when assessing the accident situation. It is not technically possible to use the eCall system to spy on motorists or even create movement profiles. Nevertheless, it is important to take the data protection concerns of car owners and drivers seriously and to provide them with detailed advance information about how eCall works.

### **Fact 3: eCall speeds up rescues**

The fact that emergency calls in the Bosch eCall system are first received by a service center may result in a mistaken conclusion: it looks as if more time is needed in an emergency due to a longer rescue chain. However, as the most important thing in the event of an accident is accurate information about the casualties, the opposite is actually the case. eCall will transmit the details of the accident to the service center even before any first responders can make an emergency call. The service center immediately sends this information to the rescue center, which can then use the data to assess very accurately which and how many rescue workers are needed and where. This ensures that the right help can be provided quickly. There is another important advantage: car passengers, for example children, often press the eCall button even though there is no emergency. The service center prevents such false alarms from reaching the emergency response centers, acting as a filter. This allows rescue workers to focus on genuine accidents.

### **Fact 4: The eCall emergency call service works throughout Europe.**

There is a common misconception that the eCall emergency call service only works within the national network. One of the precise objectives of the EU was to develop a single emergency call system that works across all member states. Anyone who is involved in a traffic accident abroad will also benefit from the Bosch eCall system. Bosch Service Solutions scores highly for its multilingual service centers: the victim of the accident will be addressed in the language stored in the vehicle telematics, usually his native language. At the same time, another service agent forwards the accident information in the local language to the local control center. Possible language barriers are eliminated, which is particularly beneficial in emotional crisis situations like accidents.

**Fact 5: The emergency call system can be retrofitted**

The EU regulations primarily relate to the use of eCall systems, which are permanently installed as a component in new vehicle models ex works, but also support the retrofitting of systems, enabling the eCall system to be used in as many vehicles as possible. That's because these systems are not just designed for brand new car models but can even be installed in used cars as well as new cars from older model series. In the meantime, Bosch has introduced retrofittable systems, such as an accident reporting jack for the 12-volt (cigarette lighter) socket with associated smartphone app. These retrofittable solutions can be used to offer an emergency call service that is just as reliable as a newly installed eCall system and that likewise only gathers accident-related data.

**Summary**

Although EU regulations make the eCall system mandatory for new car models, an automatic emergency call system is generally a useful technological support for any vehicle: in the event of a traffic accident, all those involved will benefit from faster, better prepared deployment of the rescue services. The topic of "connected cars" is currently more relevant than ever for many industries - as both a challenge and an opportunity.

Find out more about this in the free whitepaper entitled ["The Connected Car – Overview of Trends and Services"](#) (only in German available).

**Press photos:** #1713750, #1715704

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