

# 9-1-1 Call

## Emergency Assistance at the Press of a Button



## Uconnect Access In-Vehicle Assistance Features

With Uconnect Access, your vehicle has on-board assistance features located on the rear view mirror designed to enhance your driving experience if you should ever need assistance or support.

### Description

9-1-1 Call is a feature that, at the press of a button, can contact emergency services. It's a convenient way to get in contact with a 9-1-1 operator in the event of an emergency in your vehicle, or as a good samaritan by reporting accidents and trouble you witness while out on the road. When the connection between the vehicle and a 9-1-1 operator is made, your vehicle will automatically transmit location information to the 9-1-1 operator.

### How It Works

- 1) Press the 9-1-1 Call button on the Rearview Mirror; the indicator light will turn green, a call has been placed.

**NOTE: In case the 9-1-1 Call button is accidentally pushed, there is a 10 second delay before the 9-1-1 call is placed. The system will verbally alert you that a call is about to be made. To cancel the 9-1-1 Call connection, press the 9-1-1 Call button on the Rearview Mirror or press the cancellation button on the Phone Screen.**

- 2) Once a connection between the vehicle and a 9-1-1 operator is made, the 9-1-1 Call system will transmit the following important vehicle information to a 9-1-1 operator:
  - Indication that the occupant placed a 9-1-1 Call
  - The vehicle brand
  - The last known GPS coordinates of the vehicle

- 3) You should be able to speak with the 9-1-1 operator through the vehicle audio system to determine if additional help is needed.

If a connection is made between a 9-1-1 operator and your vehicle, you understand and agree that 9-1-1 operators may, like any other 9-1-1 call, record conversations and sounds in and near your vehicle upon connection.

#### **9-1-1 Call System Limitations**

Vehicles sold in Canada and Mexico **DO NOT** have 9-1-1 Call system capabilities. 9-1-1 or other emergency line operators in Canada and Mexico may not answer or respond to 9-1-1 system calls. If the 9-1-1 Call system detects a malfunction, any of the following may occur at the time the malfunction is detected.

- The Rearview Mirror light will continuously be illuminated red
- The screen will display the following message “Vehicle phone requires service. Please contact your dealer.”
- An In-Vehicle Audio message will state “Vehicle phone requires service. Please contact your dealer.”

Even if the 9-1-1 Call system is fully functional, factors beyond Chrysler Group LLC’s control may prevent or stop 9-1-1 Call system operation. These include, but are not limited to, the following factors:

- The ignition key has been removed from the ignition and the delayed accessories mode is active
- The ignition key is in OFF position
- The vehicle’s electrical systems are not intact
- The 9-1-1 Call system software and/or hardware is damaged during a crash
- The vehicle battery loses power or becomes disconnected during a vehicle crash
- Wireless and/or Global Positioning Satellite signals are unavailable or obstructed
- Equipment malfunction at the 9-1-1 operator facility
- Operator error by the 9-1-1 operator
- Wireless network congestion
- Weather
- Buildings, structures, geographic terrain, or tunnels

If your vehicle loses battery power for any reason (including during or after an accident) the 9-1-1 Call System, among other vehicle systems, will not operate.



## Requirements

- This feature is available only on vehicles sold in the US
- Vehicle must be properly equipped with the Uconnect Access System
- Vehicle must be in range of a usable and authorized cellular signal
- Vehicle must be powered in the ON/RUN or ACC (Accessory) position with a properly functioning electrical system.

## Warnings

- Never place anything on or near the vehicle's wireless and GPS antennas. You could prevent wireless and GPS signal reception, which can prevent your vehicle from placing an emergency call. Wireless and GPS signal reception is required for the 9-1-1 Call system to function properly.
- Failure to perform scheduled maintenance and regularly inspect your vehicle may result in vehicle damage, accident or injury.
- Ignoring the Rearview Mirror light could mean you will not have 9-1-1 Call services. If the Rearview Mirror light is illuminated, have an authorized dealer service the 9-1-1 Call system immediately.
- The Occupant Restraint Controller (ORC) turns on the Air Bag Warning Light on the instrument panel if a malfunction in any part of the air bag system is detected. If the Air Bag Warning Light is illuminated, the air bag system may not be working properly and the 9-1-1 system may not be able to send a signal to a 9-1-1 operator. If the Air Bag Warning Light is illuminated, have an authorized dealer service your vehicle immediately.
- If anyone in the vehicle could be in danger (e.g., fire or smoke is visible, dangerous road conditions or location), do not wait for voice contact from a 9-1-1 operator. All occupants should exit the vehicle immediately and move to a safe location.
- The 9-1-1 Call system is embedded into the vehicle's electrical system. Do not add any aftermarket electrical equipment to the vehicle's electrical system. This may prevent your vehicle from sending a signal to initiate an emergency call. To avoid interference that can cause the 9-1-1 Call system to fail, never add aftermarket equipment (e.g., two-way mobile radio, CB radio, data recorder, etc.) to your vehicle's electrical system or modify the antennas on your vehicle. If your vehicle loses power for any reason (including during or after an accident) the Uconnect features, Apps and services among others will not operate.

## FAQs

- 1) What happens if I accidentally push the 9-1-1 button on the mirror?** > You have 10 seconds after pushing the 9-1-1 button to cancel the call. To cancel the call, either press the 9-1-1 button again, or touch the "cancel" button on the in-vehicle touchscreen.
- 2) What type of information is sent when I call 9-1-1 from my vehicle?** > Certain vehicle information, such as make and model, is transmitted along with last known GPS location. Also note that 9-1-1 operators may record conversations and sounds within your vehicle once a connection is made, and that by using the service you consent to having this information shared.
- 3) When could I use the 9-1-1 button?** > You can use the 9-1-1 button to make a call if you or someone else needs emergency assistance.