# [I-8692]  Emergency Service Communication (ERA-Glonass)

**Preconditions:**

The vehicle is in the Drive State (PRND)

The vehicle is capable of communicating with emergency services (ERA-Glonass functional).

The vehicle is involved in or witnesses an emergency, such as a collision or a medical issue, necessitating communication with emergency services.

**Trigger:**

The vehicle sensors detect a collision and activate the emergency communication feature.

The driver manually presses in\_19. SOS button (roof console)activate the emergency communication feature.

**Main Scenario:**

The ERA-Glonass initiates emergency service communication.

During the emergency call, the safety audio system automatically mutes or lowers the volume of other audio sources within the vehicle, such as the radio, navigation prompts, or entertainment systems.

The public safety answering point (PSAP) receives critical information about the situation, location, and the nature of the emergency from the In-vehicle system and occupants' answers.

The communication continues until the PSAP determines that it is safe to end the call or until the situation is resolved.

Once the emergency communication ends, the safety audio system restores the audio sources to their previous settings, or the driver can manually unmute the audio via in\_2.

**Postconditions：**

The driver is able to communicate with the emergency services via ERA-Glonass.

**Alternative Scenarios:**

**A. ERA-Glonass Malfunction**

There is a notification display on out\_2, out\_5 when the ERA-GLONASS has an error.

If ERA can not be activated, the driver or passengers may need to use personal mobile devices in\_5.Smartphone or other means to contact emergency services.

If the driver does not respond to the emergency service communication attempts due to system malfunction or physical reasons, ERA will still attempt the call and locate the vehicle, lights on out\_19. SOS button (roof console) and 16. Turn lamps (right & left) \ Warning at the same time.