

## Emergency call

### Overview

Applies to: vehicles with emergency call function

An emergency call is a combination of data transmission and a phone call. Your vehicle uses data transmission to forward important information, such as the vehicle and position data, to an emergency call center.

Depending on the country and the vehicle equipment, the following functions may be available:

With the **emergency call**, you can call for help in dangerous situations as quickly as possible. Use this function when emergency help is needed ⇒ *page 173*.

– Audi connect emergency call (TPS emergency call). This eCall system uses third party emergency call centers, and if necessary, public emergency call centers.

With **online roadside assistance**, you can request assistance if there is a breakdown or a minor accident ⇒ *page 174*.

#### WARNING

In areas with poor GPS reception or outside the coverage range of the respective cell phone service provider, some functions and/or services may not be available, it may not be possible to send or receive data, or functionality may be limited.

#### Tips

To see which data can be transmitted, visit your Audi country or sales region website at [www.audi.com](http://www.audi.com).

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### Operation

Applies to: vehicles with emergency call function

The services are provided through a SIM card installed in the vehicle. Services are provided assuming that the mobile phone network required for the installed SIM card is functioning and available for use. The services made available by Audi are only available within the mobile phone net-

work coverage area for the mobile phone service provider selected by Audi.

#### Tips

- The emergency call function cannot be deactivated in the Infotainment system settings.
- The availability of the TPS emergency call is limited to certain times.
- The costs for call and data connections for TPS emergency calls is included in the price of the services.

### Functions

Applies to: vehicles with emergency call function

A TPS emergency call can be made manually or automatically ⇒ *page 173*.

In the event that an automatic TPS emergency call is made, emergency responders as well as the local emergency call center or police station may receive the necessary information in order for help to arrive as quickly as possible.

### Making an emergency call

Applies to: vehicles with emergency call function

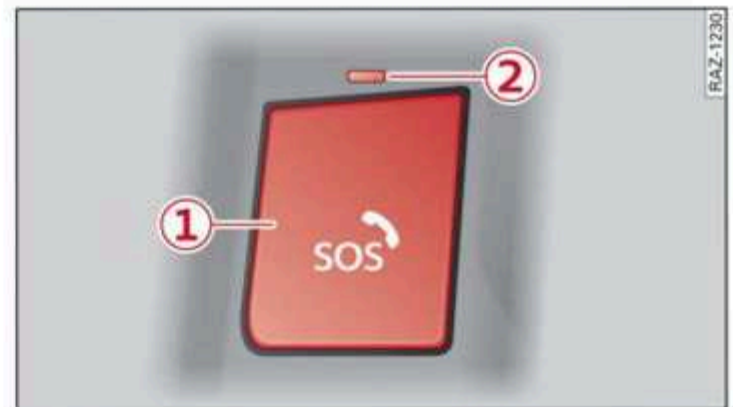




Fig. 113 Front headliner: cover for the emergency call button

### Manual emergency call

Requirement: the ignition must be switched on.

- ▶ Tap the cover  to open it.
- ▶ Press and hold the emergency call button until the LED  blinks. The emergency call will be made.
- ▶ If the emergency call button is pressed by mistake, then press it again immediately and hold ▶



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it until the LED stays on. The emergency call will be canceled.

### Automatic emergency call

The vehicle electrical system initiates an automatic emergency call under certain circumstances, for example if an airbag deploys. The LED in the emergency call button ② will blink. The emergency call will be made. The emergency call cannot be canceled.

### LED status

- **Green** – The emergency call function is available.
- **Red** – There is a malfunction in the emergency call function. Contact an authorized Audi dealer or authorized Audi Service Facility. Note the messages about the availability of the emergency function ⇒ *page 174*.
- **Off** – The emergency call function is not available, perhaps because no network is available.

### Warnings

If there is a critical system failure in the emergency call systems, the vehicle occupants will receive the following warning: see ⇒ *page 174, LED status* and ⇒ *page 174, Messages*.

#### Tips

If the emergency call is canceled due to a poor connection, then the system automatically tries to connect again.

### Messages

Applies to: vehicles with emergency call function

#### Emergency call function: malfunction! Limited availability. Please contact Service

If this indicator light turns on and this message appears, the emergency call function is restricted. For example, you cannot call the emergency call center, but data may still be transmitted under certain circumstances. Drive to an authorized Audi dealer or authorized Audi Service Facility immediately to have the malfunction corrected.

#### Emergency call function: malfunction! Function unavailable. Please contact Service

If this indicator light turns on and this message appears, you cannot make an emergency call. Drive to an authorized Audi dealer or authorized Audi Service Facility immediately to have the malfunction corrected.

## Online roadside assistance

### Description

Applies to: vehicles with online roadside assistance

An online roadside assistance call <sup>1)</sup> is a combination of data transmission and a phone call. The data transmission from your vehicle forwards important information to the Audi service center, such as the vehicle and position data.

### Calling online roadside assistance

Applies to: vehicles with online roadside assistance



Fig. 114 Front headliner: online roadside assistance button

### Calling online roadside assistance

- ▶ Press the button ③. The LED in the button turns red. The online roadside assistance call will be made.
- ▶ If you press the button ③ by mistake, then press it again.

### Audi incident assistance

A minor accident may be detected by the vehicle electrical system. You are able to select between ▶

<sup>1)</sup> The availability of the services offered depends on the country and may change in the future.

online roadside assistance and an emergency call in the MMI.

**i** **Tips**

If the roadside assistance call is canceled due to a poor connection, then the call must be made again.