Date: 18.03.2020

Circular

Subject: Implementation of UAE Cabinet Decree No. 13/2018 on the requirements for e-Call in vehicles according to UAE.S 5019:2018

Dear Vehicle Manufacturers/Traders,

Reference to the United Arab Emirates cabinet decree No. (13)/2018, Please find enclosed circular concerning the FAQ on the procedures for implementing the requirements of E-CALL emergency communication system according to the UAE standard (UAE.S 5019:2018) as guidance for your kind attention.
The most frequently asked questions regarding the implementation of E-Call system requirements in UAE

1. Can you confirm the date of implementation for the E-call system in UAE?

Based on the UAE cabinet decree No. (13)/ 2018, all new vehicles starting from 2021 model year must be equipped with E-Call system.

2. What is the scope for E-Call system in vehicles according to UAE.S 5019 :2018?

This regulation is concerned with the Emergency Calls and Connectivity Technical Requirements for new light motor vehicle imported to UAE market. Vehicles not exceeding 3.5 ton designed and constructed for the carriage of passengers and comprising no more than eight seats in addition to the driver’s seat, and having a maximum mass (“technically permissible maximum laden mass”) shall be equipped with an E-Call.

3. What about the Small Series Vehicles?

The E- Call requirements are not applicable for vehicles produced only in small series with an aggregated volume of less than 75 vehicles annually. However, manufacturers need to obtain ESMA certificate for conformity according to the subject UAE regulation since there is no GSO certification system for small volume series.

4. Can you clarify whether a local or international SIM is required for E-Call?

Companies/manufactures have the option to either chose to use a local SIM card or an international SIM to provide the E-call service at the present time, If the SIM card provides frequency services other than the E-call service, then the local SIM used must obtain the prior approval from the Telecommunications Regulatory Authority (TRA).

5. How will the auto manufacturer verify functionality of the E-Call test number, and how do we demonstrate the E-Call and confirm the proper technical integration with Dubai & Abu Dhabi Police?

PSAP authorities in both emirates Dubai and Abu Dhabi are ready and a series of experimental/test carried out by the manufacturers and they have been quite successful.

The E-Call unit should functionally operate according to EU2017/79 and Vehicles manufacturers are responsible to ensure that the system complies with the requirements of PSAP agencies, and manufacturers can:

- Declare the conformity and compatibility with the local network of PSAP agencies
- Or contact the PSAP agencies to do experimental/trial tests before marketing the vehicle in the UAE market.
Manufacturers can contact Eng. Abdullah Al Salman from TRA to arrange experimental/trails tests with Dubai and Abu Dhabi Police, if they wish to do so.

6. What is the certification process for E-call? How does UAE plan to include the E-Call in the GSO conformity certificate?

Vehicles Manufactures are required to apply for the service as per the following:

1 - Type approval for E-Call unit by:
   - Submit an online application via Telecommunications Regulatory Authority (TRA) website for type approval with a sample of an ECALL device (if requested).
   - The test reports submitted along with the application will be reviewed by TRA and as long as the provided test reports generated from an accredited test lab based on ISO 17025, the device is granted a type approval certificate.

2- Gulf Conformity Certificate for vehicles with E-Call by:
   - The manufactures seeking to import new models of vehicles to submit a type approval certificate to the Gulf Standardization Organization (GSO) during the application of the Gulf Conformity Certification process.
   - Ensure that the E-Call system is working properly in the vehicle during the crash tests witnessed by the GSO.
   - The conformity certificate is verified at the customs and licensing authorities in UAE.

7. Do we need to have all HMI information in both English and Arabic? Or just one language is enough? If the customer has only English “SOS” in the instrument cluster and E-CALL button. Is this implementation compliant to UAE E-CALL regulation?

The regulation determines that the two languages must be available for HMI information, but one language will be accepted at this stage, and the manufacturer must comply later on with regulation requirements on this regard during the coming year models.

8. How to conduct E-call type approval certificate from TRA? How to do the test?

As per the TRA requirements, a procedure shall be applied for any electronic device. (these are additional to the email functionality requirements) the process as per follows:

1- Telecom equipment shall be registered before they are imported into the UAE in accordance with the laws and regulations and before selling devices in UAE markets.

2- Telecom equipment are registered to ensure the following:
- RTTE does not cause harm to the general public or staff working on Public Telecommunications Networks
- RTTE does not cause electromagnetic disturbance to other telecommunication equipment
- RTTE makes efficient use of the radio spectrum

9. How we can register for E-Call type approval, do you have guidelines for that?


10. Which test should E-call system meet with to get TRA type approval?

For E-Call functionality the test standard is based on standard UAE.S 5019: 2018, which refer to EU 2017/79. However, according to TRA, all telecommunication devices are required to fulfill/comply to additional European Standards such as and not limited to:
- Electrical safety (EN 60950-1 / EN 62368)
- EMC (EN 301 489)
- Radio-specific (EN 300 328/EN 301 511/EN 301 908-1/EN 301 908-2/EN 301 908-13/etc.)

11. The E-Call can be install here in UAE in any private company or must be installed by manufacture,

E-Call devices can be tested outside the UAE. But the system need to be install by manufacturer and approved during the crash test as part of GSO certification.

12. What about homologation test and recognition of a test report for E-Call devices?

A test reports from accredited laboratories by ILAC or ISO 17025 certified, these test reports can be submitted to the Telecommunications Regulatory Authority as part of the type approval process.

13. We would like to understand the in-country process for adopting the E-Call SIM?

For information regarding the SIM registration, charge, fees, activation /re-activation responsibility and liability, etc. please contact the following staff from TRA:

1- Abdulla Alsalman:  (abdalla.alsalman@tra.gov.ae)  (+971 4 777 4308 )
2- Mohammed Saeedi:  (mohamed.alsaadi@tra.gov.ae)  (+971 4 777 4187 )
3- Shamma Lootah:  (shamma.lootah@tra.gov.ae)  (+971 4 777 4054 )
Appendix

Telecommunications Regulatory Authority (TRA) Type Approval

Dealer Registration

Visit TRA’s website: www.tra.gov.ae
Go to E-Services
Click on Dealers & Suppliers
DEALERS & SUPPLIERS

Registration of Telecom equipment and devices, dealers, importers and manufacturers in the UAE with TRA is a prerequisite for working in this sector. Find here all TRA e-services related to registering telecommunications equipment dealers.

In addition, you can find here the service of registration of suppliers wishing to deal with TRA as an authorized supplier and receive electronic alerts about the prices, and allows communication with TRA to inquire about the status of the application.
Equipment Registration

Visit TRA’s website: www.tr.gov.ae

Go to E-Services

Click on Equipment & Devices

Select Register and Approve Telecom Equipment without Testing

Click on Details

New window will open
REGISTER AND APPROVE TELECOM EQUIPMENT WITHOUT TESTING

**ABOUT THE SERVICE**
This involves registering telecom equipment before they are imported in the UAE in accordance with the laws and regulations to be requested before selling devices in UAE markets.

To view FAQs, Click here
To view technical standards, Click here

**SERVICE PROCESS**
1. Log in using the existing username and password.
2. Submit the online request form.
3. Pay payment.
4. Review the application from TRA.

**TARGET AUDIENCE**
Company Registered as Telecommunications equipment supplier - TRA