SiriusXM Connected Vehicle Services
Quick Tips

((SiriusXM)) CONNECTED VEHICLE SERVICES | RapidSOS

Overview

SiriusXM Connected Vehicle Services (SXMCV) provides 24/7 emergency support for vehicle accidents, stolen vehicle tracking, and roadside assistance. SXM CVS can connect customers in need to 911 through dedicated call centers. Vehicles that have a SXM CVS enabled vehicle have the ability to automatically transmit crash event data to RapidSOS Ready ECCs.

How does it work?

In a vehicle emergency, a SXMCV response center will be notified. Upon determination that the emergency is valid, the response center will connect to the local ECC based on the vehicle's location. Available data will simultaneously be delivered via RapidSOS Portal and partner integrations.

Available data may include:

Activation Information
- Unique ID
- Date/Time

Location information
- Direction
- Speed

Vehicle Information
- VIN
- Make/Model
- Year
- Color

Additional information
- Seats specifics
- Airbag deployment
- Velocity info
- Impact details
- On-scene information provided by the vehicle occupants upon initial contact with the response center

Contact information
- Name
- Phone Number
- Note

SiriusXM Crash Data ✕

Updated 3 minutes ago

Event Time	8/12/2020 2:31:12 PM

Vehicle Info

Vin	3H123456H-S0000123
Make	Toyota
Model	Prius
Year	2015
Color	Blue

Airbags

Name	ROW1_DRIVER
Deployed	True

Impacts

Rollover	DETECTED
Front Crash	DETECTED

Contacts

Name	John Doe
Phone Number	1 (555) 555-5555
Note	Primary

Response center script example:

"This is [AGENT NAME] with SiriusXM Connected Vehicle Services. I'm reporting [DESCRIBE SITUATION / ACCIDENT TYPE] in your area. Do you have RapidSOS?"

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Associated Health and Medical Data

If the contact listed under a SiriusXM Connected Vehicle Services account has either an Emergency Health Profile and/or MedicAlert medical profile, then RapidSOS will also display the contact's health and medical profile data during a vehicle emergency.

Emergency Health Profile

EmergencyProfile.org is a free service that allows people to create an Emergency Health Profile that can be shared with 911 in an emergency. Profile information may include:

- Name
- Gender
- Age
- Address
- Pre-existing conditions
- Medical notes
- Allergies
- Emergency contact(s)

For more information, visit the RapidSOS Portal Training Center > Quick TIps > "Emergency Health Profile"

Emergency Profile ✕

Updated 3 minutes ago

First Name	John
Last Name	Doe
Gender	Male
Age	55
Phone	1 (555) 555-5555

Home Address

Street 1	301 Saturn Terrace
Street 2	Apt. 405

Medical Information

Pre-existing conditions	Asthma
Allergies	Penicillin

MedicAlert Medical Profile ✕

Updated 3 minutes ago

First Name	John
Last Name	Doe
MAF-ID	US0123454321
Gender	Male
Age	55
Phone	1 (555) 555-5555

Medical Information

Pre-existing conditions	Asthma
Allergies	Penicillin

Emergency Contact

Name	Jane Doe
Phone	1 (666) 666-6666

MedicAlert Medical Profile

The MedicAlert Foundation is a nonprofit organization that maintains an in-depth database of member health information, primarily for the elderly and disabled. Profile information may include:

- Name
- MAF-ID
- Gender
- Age
- DOB
- Contact information (personal or emergency contacts)
- Medical information e.g. allergies, and/or medications

For more information, visit the RapidSOS Portal Training Center > Quick TIps > "MedicAlert"