INFORMATION FOR FIRST RESPONDERS

FIRST RESPONDER INTERACTION PLAN

TESLA CYBERCAB

ROBOTAXI

AUTONOMOUS VEHICLE NETWORK

VERSION: 1.0

DATE: June 22 2026

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1. Contact us

Tesla Robotaxi Support

In the event of an incident involving a Tesla Robotaxi vehicle, emergency responders can contact Tesla Robotaxi Support 24 hours, toll free, through these methods:

- Tesla Robotaxi First Responder Support at (512) 276-5391
- Tesla Roadside Assistance at (877) 798-3752
- Through the on-board two-way communication device

A Tesla Support Specialist can then assist with your request.

To ensure prompt incident assistance, prepare the following details when you reach out to Tesla Robotaxi Support:

- Your name.
- Your agency.
- Your badge number or identification number.
- The VIN or license plate of any Tesla Robotaxi vehicles involved.
- The location of the incident.

The most current version of the Robotaxi First Responder Interaction Plan and the Emergency Response Guides of Robotaxi vehicles can be found at https://www.tesla.com/firstresponders. **Always consult the most current version of the First Responder Interaction Plan, as some first responder interactions can change.**

If you are a first responder and would like to request more information about Robotaxi or this document, contact Tesla at RobotaxiFirstResponderSafety@tesla.com and request to speak with a Tesla Robotaxi First Responder Liaison. This email is not monitored for emergency requests. Contact Tesla Robotaxi First Responder Support to geofence Robotaxi or make an emergency request to Robotaxi Support through the on-board two-way communication device.

Geofencing

To redirect or geofence autonomous vehicle traffic due to road closure, construction, roadway maintenance, or emergency response, call Tesla Robotaxi First Responder Support and provide:

- Your name.
- Your agency.
- Your badge number or identification number.
- Longitude and latitude, or the address, of the closure.
- Reason for closure.
- Length of time for the closure (if known).
- Your phone number.

Tesla then establishes a temporary geofence that blocks off Robotaxi service within 1,000 feet of the location for approximately 1 hour, unless a duration is specified by the requester. You can also request an extension until further notice is given.

Vehicle Data

Tesla provides vehicle data from accidents and incidents in response to requests from law enforcement. Such requests must be provided with the appropriate legal documentation, such as search warrants and subpoenas. For further instructions, see https://ts.la/ler-guidelines.

Data that can be retrieved from a vehicle for first responders may contain:

- Camera recordings.
- Diagnostic logs.
- Data collected by the event data recorder (see https://edr.tesla.com/).

For further details on the data that Robotaxi collects, see https://www.tesla.com/legal/privacy/robotaxi.

Vehicle Registration and Insurance

Contact Tesla Robotaxi Support by phone or the on-board two-way communication system and request assistance with the vehicle registration, vehicle owner information, and proof of insurance for the Robotaxi vehicle.

First Responder QR Code

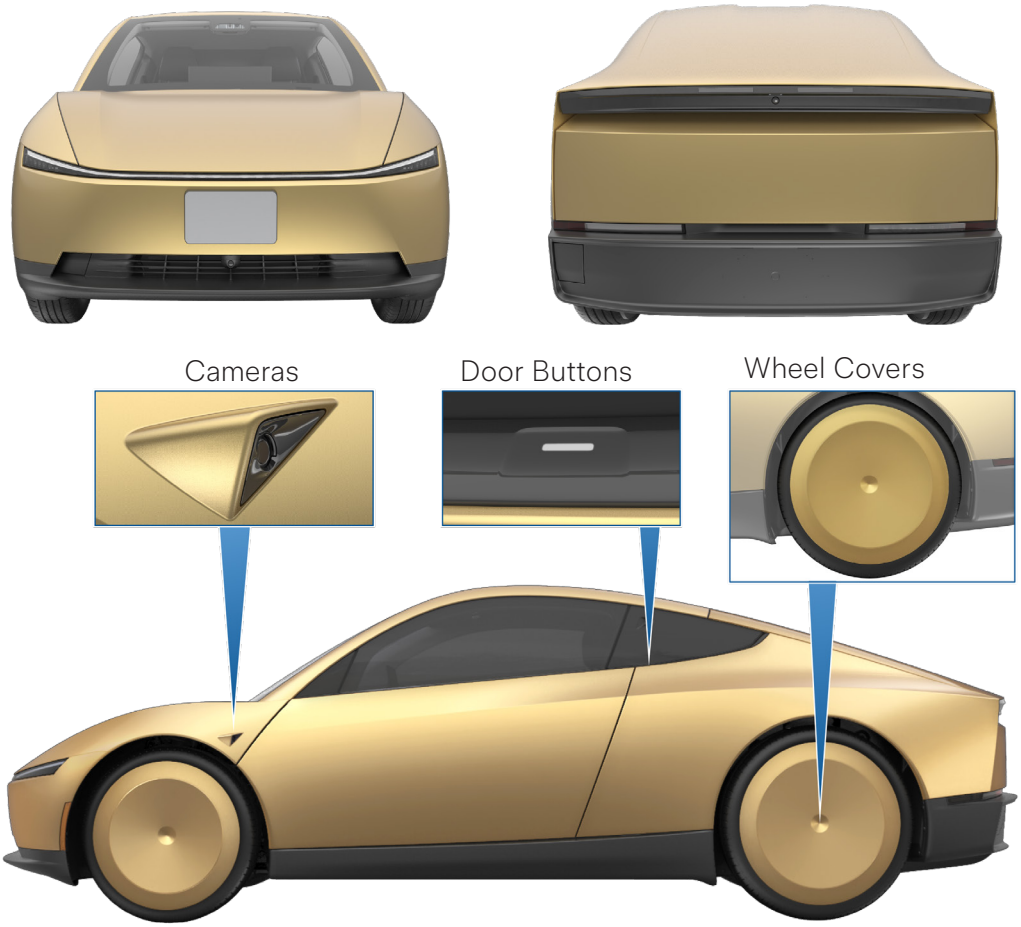
The First Responder Interaction Plan is also accessible from a QR code in the bottom left corner of the windshield and can be scanned from outside the vehicle.

2. Identification / recognition

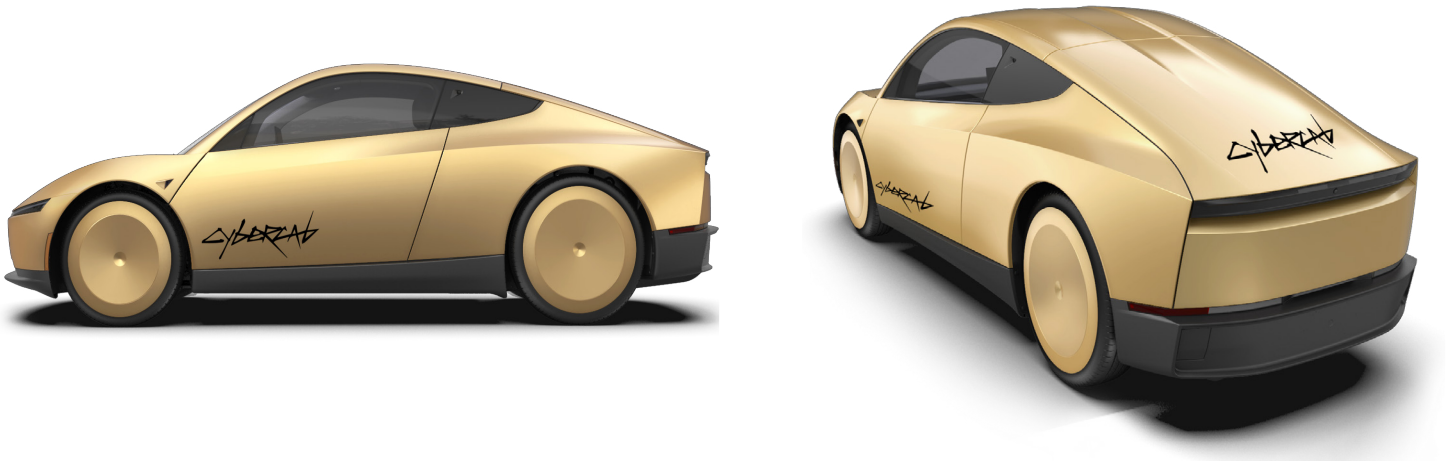
Identifying the vehicle - Cybercab

Cybercab can be identified by the distinct light bars, unique form factor, large wheel covers, and distinct gold coloration. The doors are opened by a button on the B-pillar. Cybercab has cameras on the front fender. There are no side mirrors.

Consult the Cybercab Emergency Response Guide for additional details on identifying the vehicle at https://www.tesla.com/firstresponders/robotaxi.



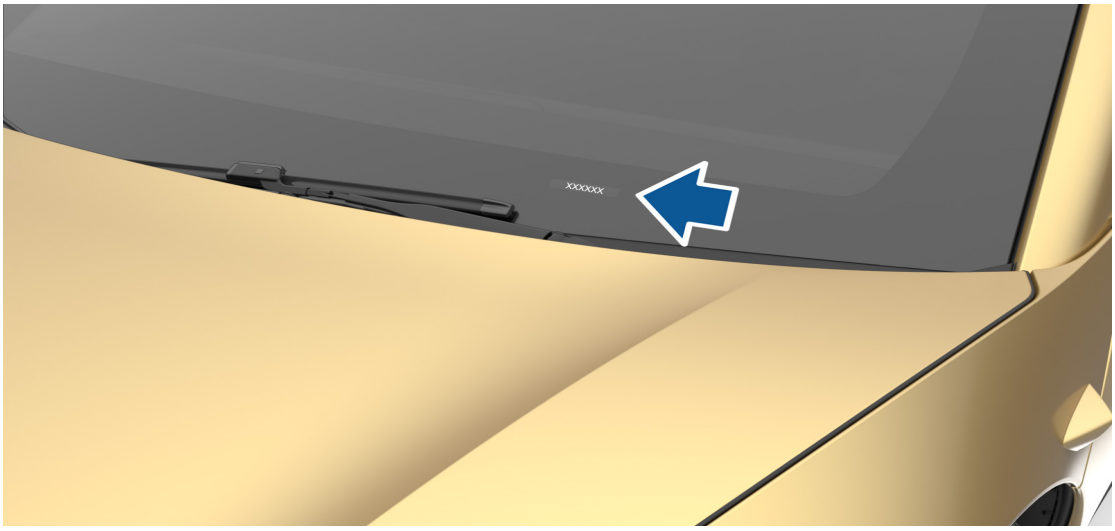
Cybercabs in service with Robotaxi have the Cybercab wordmark on the sides and trunk lid of the vehicle.



Vehicle Identification Number (VIN)

The VIN of a Tesla vehicle can be located on the stamped plate on top of the dashboard by looking through the “driver’s” side of the windshield.

You can also call Tesla Robotaxi First Responder Support at (512) 276-5391 to request the VIN. For more information about requesting the VIN, see Chapter 1: Contact Us on page 1.



The VIN can also be found on the Vehicle Certification label on the “driver’s” side door pillar.

Touchscreen and Cabin

Cybercab has two seats and is not typically equipped with a steering wheel or acceleration and brake pedals.

Cybercab can also be identified by the large touchscreen mounted in a “landscape” orientation in the center of the vehicle. There is no glovebox.

After a safety critical event, low voltage power may not be available and the touchscreen may not be operational. Trying to support low voltage power on a vehicle that has been in a collision could lead to a possible electrical fire. Tesla does not recommend attempting to reconnect low voltage power after an accident.

3. Autonomous activity

Autonomous Mode

> **WARNING** LACK OF MOVEMENT OR VISUAL INDICATION OF AUTONOMOUS MODE DOES NOT MEAN AUTONOMOUS MODE IS OFF. UNTIL THE VEHICLE IS FULLY SHUT OFF AND A TESLA REPRESENTATIVE GIVES THE ALL CLEAR, APPROACH CAUTIOUSLY.

Cybercab Robotaxi is equipped with Tesla's SAE Level 4 automated driving system. When in Autonomous Mode, the vehicle is designed to be capable of performing the entire dynamic driving task without any input from a human driver.

> **NOTE** A Cybercab equipped with steering wheel, brake pedal, and an acceleration pedal is typically an engineering or test vehicle, and operates at SAE Level 2 autonomy.

Cybercab Robotaxi operates in Autonomous Mode while performing a trip, moving to initiate a trip, going to a parking lot, or proceeding to a charging or cleaning station. Cybercab Robotaxi should always be considered in Autonomous Mode unless the hazard lights are flashing rapidly. A Cybercab Robotaxi operating in Autonomous Mode moves independently and is fully self-driving.

When Cybercab Robotaxi operates in Autonomous Mode, the words SELF-DRIVING displays in blue in the top left corner of the vehicle touchscreen. If Autonomous Mode is disabled or currently disengaged, the words SELF-DRIVING do not appear.

Beyond the capabilities necessary for dynamic driving tasks, Cybercab Robotaxi exhibits these notable behaviors:

- When picking up passengers, the vehicle shifts to Park. Then, the front and rear lightbars pulse and the hazard lights flash at a normal rate until the vehicle shifts into Drive or Reverse.
- When dropping off passengers, the vehicle shifts to Park. Then, the hazard lights flash at a normal rate until the vehicle shifts into Drive or Reverse.
- Cybercab Robotaxi is designed to continue autonomous operation after the passengers have exited the vehicle, closed the doors, and retrieved any luggage.
- While waiting for a new ride booking, Cybercab Robotaxi roams its area of operation or proceeds to a charging station or parking lot.
- If the Battery charge level is too low to conduct another ride, Cybercab Robotaxi proceeds to a charging station before accepting new ride bookings.
- If Cybercab Robotaxi experiences connectivity or hardware issues, the hazard lights flash rapidly and the vehicle attempts to pull over at the nearest safe stopping location.

Cybercab Robotaxi is also designed to respond to clearly visible hand signals from first responders and can follow pathways designated by cones.

Disabling Autonomous Mode

Autonomous Mode remains active while the vehicle is parked or idle and is only disabled in these ways:

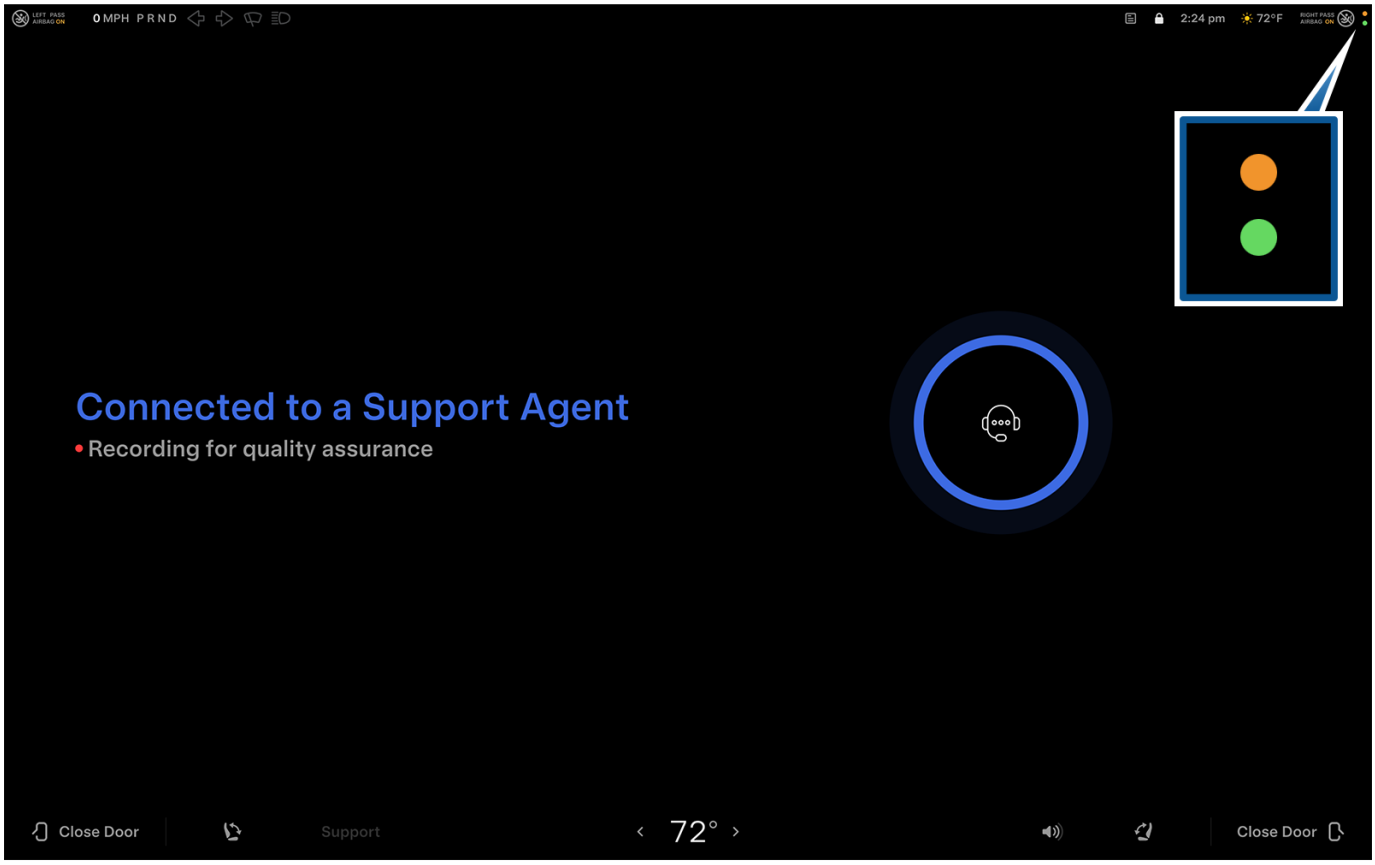
- By a Tesla representative.
- After a safety critical event is detected, such as a collision or the deployment of airbags.
- After being pulled over by a first responder.
- While charging.

When Autonomous Mode is engaged, vehicle hazard lights flash at the standard rate for pick up and drop off. When Autonomous Mode is disabled, the vehicle hazard lights flash rapidly. Rapid flashing of the hazard lights is at approximately two times the speed of standard hazard light flashing. If the vehicle is being manually driven and no safety critical event has been triggered, Autonomous Mode is disengaged and the hazard lights flash at the standard rate, if activated by the driver. Hazard lights do not flash when Cybercab Robotaxi is charging.

After Autonomous Mode is disabled, it cannot be re-enabled until a Tesla representative reviews the incident and explicitly initiates Autonomous Mode. If a safety critical event is detected, the doors unlock for easier egress and two-way communication initiates with the vehicle and a Tesla representative. If airbags deployed, the vehicle windows automatically roll down.

You can confirm that Autonomous Mode is disabled by checking the top left corner of the vehicle touchscreen. Ensure that the blue SELF-DRIVING text is not present.

You can also visually confirm that two-way communication is active by checking the top right corner of the touchscreen in Cybercab Robotaxi. When the microphone is active, an orange indicator appears. When the cabin camera is active, a green indicator appears. The touchscreen also indicates that Robotaxi Support is connected.



4. Autonomous response to incidents and first responders

Yielding

Cybercab Robotaxi is equipped with a camera suite and sound detection technology. Cybercab Robotaxi is designed to use this functionality to detect the flashing lights or sirens of approaching emergency vehicles. Upon detecting a nearby first responder vehicle, Cybercab Robotaxi attempts to slow and yield or pull over to the nearest safe stopping location available to permit emergency vehicles to proceed.

NOTE The hazard lights do not flash rapidly if Robotaxi is only yielding for first responders.

Initiating a Stop

Cybercab Robotaxi is designed to detect when a first responder vehicle is following Cybercab Robotaxi with lights and sirens on. When Cybercab Robotaxi detects that a first responder vehicle is following with lights and sirens active, the Cybercab Robotaxi vehicle pulls over and parks at the first safe location available. When pulling over, Cybercab Robotaxi attempts to avoid entering or blocking private driveways. If on the highway, after moving to the rightmost traffic lane, Cybercab Robotaxi might take some time to identify a safe location to pull over and stop.

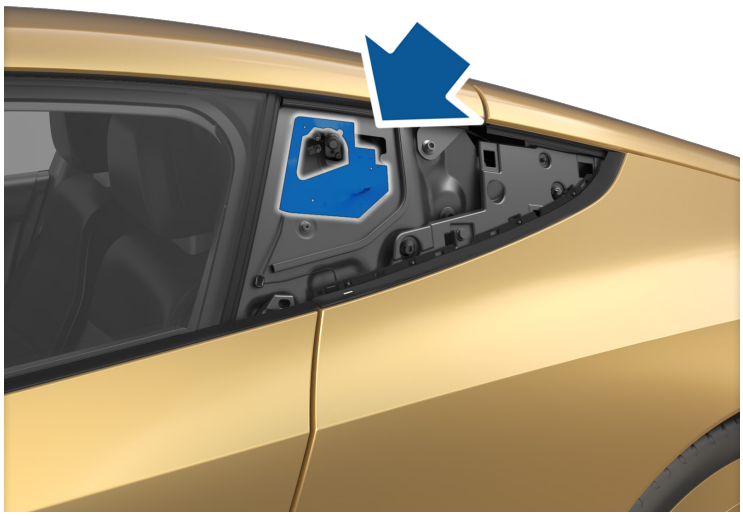
After pulling over and parking, Autonomous Mode disengages and Cybercab Robotaxi rapidly flashes the hazard lights for the duration of the stop to indicate that the vehicle is now parked and safe to approach. Cybercab Robotaxi then remains stationary until a Tesla representative remotely moves the vehicle or re-engages Autonomous Mode.

Before approaching the vehicle, Tesla recommends you contact Tesla Robotaxi First Responder Support to ensure that Autonomous Mode is disabled and that the vehicle is safely immobilized. The Tesla representative can then remotely unlock the doors, hood, or trunk, as needed.

During a Stop

When a stop begins, Cybercab Robotaxi initiates two-way communication between the vehicle and Tesla Robotaxi Support. First responders can then speak to the Tesla representative using the on-board sound systems, which include speakers on the underside of Cybercab, microphones on the B-pillars, and the speakers and microphones in the vehicle cabin.

Tesla Robotaxi First Responder Support can roll down the windows of Cybercab on request.



"Driver" exterior microphone. "Passenger" microphone similarly situated.

You can visually confirm that Autonomous Mode is disabled by checking the top left corner of the touchscreen for SELF-DRIVING in blue text. Ensure that SELF-DRIVING is **not** present.

If the vehicle is unoccupied, the doors automatically unlock when Autonomous Mode disengages. If the on-board two-way communication with Tesla Robotaxi Support fails to initiate or cannot stay connected, call Tesla Robotaxi First Responder Support.

First responders can manually initiate two-way communication with Tesla Robotaxi First Responder Support by touching the Support icon on the touchscreen. The vehicle then initiates two-way communication.

First responders should communicate completion of a stop to the Tesla representative upon conclusion of activities, so that Cybercab Robotaxi can resume autonomous operations.

Collisions and Safety Critical Events

Cybercab Robotaxi is designed to detect the occurrence of a safety critical event (such as a collision or airbag deployment). When detected, the vehicle is designed to stop, park, and disable Autonomous Mode where possible. Cybercab Robotaxi then:

- Flashes the hazard lights rapidly.
- Unlocks the doors for easier egress.
- Rolls down the windows to vent the cabin if airbags deployed.
- Initiates two-way communication between the vehicle cabin and Tesla Robotaxi Support. Tesla Robotaxi Support can then contact 911 if necessary.

The vehicle is designed to remain stationary until a Robotaxi Rapid Response Team and/or first responders have completed their on-scene investigation of the incident. A Tesla Representative may respond to the scene of a collision to assist first responders if necessary.

Autonomous Mode is typically disabled in a safety critical event if you see the following:

- Flashing hazard lights.
- Deployed airbags.

In a safety critical event, extrication procedures might become necessary in the event that Cybercab Robotaxi loses low voltage power before the doors unlock or the windows roll down. See Chapter 9: Access to the occupants on page 18 for more information.

Moving the Vehicle

If a Cybercab Robotaxi is in the roadway or in a dangerous position, first responders can manually move the vehicle using on-board vehicle controls. Request that the Tesla representative provide guidance or assistance with moving Cybercab Robotaxi. See “Moving the Vehicle” in Chapter 10: Towing / transportation / storage on page 25.

If the Cybercab is equipped with a steering wheel, request vehicle control access. For more information on moving Cybercabs equipped with a steering wheel, see the section “Moving the Vehicle With Steering and Pedals” in Chapter 10: Towing / transportation / storage on page 26.

First responders requesting assistance with moving a vehicle must be in uniform and must be ready to present their badge or official identification to the camera on the vehicle B-pillar. A Tesla representative can then verify the first responder’s identity and grant access to the vehicle controls.

If the vehicle cannot be moved by a Tesla representative or by first responders with vehicle control access, first responders can proceed with standard stabilization, lifting, and towing procedures to clear the roadway. Consult the Cybercab Emergency Response Guide at https://www.tesla.com/firstresponders for details around stabilization and lifting.

WARNING Cybercab is designed to cut high voltage power if airbags deploy. If airbags deployed, do not move the vehicle with wheels on the ground. Do not allow the wheels to spin.

Vehicle Behavior When a Collision or Stop Occurs

The vehicle is designed to perform the following when it detects a stop by first responders or a safety critical event that disengages Autonomous Mode:

1. Save camera recordings before and after the event.
2. Log an incident with Tesla Robotaxi Support.
   A. Disengagements of Autonomous Mode are also classified as incidents.
3. Flash hazard lights rapidly.
4. Unlock doors.
   A. If a safety critical event was detected, unlocks the doors for easier egress.
   B. If a stop by first responders was detected and the vehicle is unoccupied, unlocks the doors.
5. Roll down the windows.
   A. Both windows are fully rolled down in the event of a safety critical event where airbags deploy.
   B. Both windows are partially rolled down for a traffic stop.
6. Initiate two-way communication between the vehicle cabin and a Tesla Representative.

5. Operational design domain and service operations

Operational Design Domain

The Cybercab Robotaxi operational design domain includes all public roadways, such as freeways, highways, city streets, and rural roads, as well as private roadways and service stations, such as parking lots, charging stations, car washes, and parking garages. Cybercab Robotaxi is also capable of navigating pick-up and drop-off zones to initiate or complete trips.

Cybercab Robotaxi can operate autonomously at all times of day and night, and under light and moderate precipitation such as rain, fog, and snow. Consistent with its operational design domain, Cybercab Robotaxi vehicles are designed to safely adjust their speed to the flow of traffic.

Cybercab Robotaxi has limited operational capability under extreme weather conditions, such as flooding, heavy rain, snowy or icy roads, and hurricane-strength winds, and is not intended for use in such situations at this time. Cybercab Robotaxi is also not designed to operate offroad.

Autonomous vehicles under the operational control of Tesla can follow guidance issued through public safety alerts for inclement weather expected to impact road safety. Affected autonomous vehicles can either avoid the affected roadways or can be ordered to return to the closest charging station or parking lot.

Cybercab Robotaxi does not accept new rides when extreme weather conditions are expected. If unexpectedly caught by extreme weather conditions, Cybercab Robotaxi is designed to pull over at the nearest safe stopping location and park. Tesla Robotaxi Support is then notified and can recover the vehicle and/or passengers.

Robotaxi Mission Control

Robotaxi is an autonomous ride-hailing taxi service that enables customers to book rides. All Robotaxi vehicles are owned and operated by Tesla at this time. Robotaxi Mission Control coordinates and manages rides on Robotaxi vehicles, and handles any charging and maintenance.

In the event of a severe incident, Robotaxi Mission Control may dispatch Robotaxi support personnel to assist with first responder interactions.

For the hours of operation for Robotaxi service, see https://www.tesla.com/support/robotaxi/getting-started#hours.

For the Arizona Areas of Operation Appendix, see https://www.tesla.com/firstresponders/robotaxi.

6. First responder interactions

Performing a Stop

To perform a stop on a Robotaxi vehicle as a first responder:

1. Pull up behind the Robotaxi vehicle.
2. Turn on your sirens and emergency vehicle lights.
3. Stay behind the Tesla Robotaxi as the vehicle pulls over and parks. Wait for the vehicle to rapidly flash hazard lights, signifying that Autonomous Mode is disengaged.
4. Establish communications with Tesla Robotaxi First Responder Support.
   A. Call Tesla Robotaxi First Responder Support at (512) 276-5391.
   B. Approach any B-pillar of Cybercab and speak directly via the two-way communication system.
   C. If the on-board communication system is not connected, touch Support on the touchscreen to manually initiate two-way communications.
5. (If possible) Confirm that SELF-DRIVING does not appear in the top left corner of the front touchscreen.
6. Immobilize the vehicle. See Chapter 7: Immobilization on page 13.
7. (If needed) Move the vehicle. Immobilize the vehicle again after moving.

Responding to an Incident

When responding to an incident or safety critical event involving a Tesla Robotaxi, such as a collision:

1. Pull up behind the Robotaxi vehicle.
2. Turn on your emergency vehicle lights. Ensure that you see the Robotaxi vehicle rapidly flash hazard lights, signifying that Autonomous Mode is disengaged.
3. Establish communications with Tesla Robotaxi First Responder Support.
   A. Call Tesla Robotaxi First Responder Support at (512) 276-5391.
   B. Approach any B-pillar of Cybercab and speak directly via the two-way communication system.
   C. If the on-board communication system is not connected, touch Support on the touchscreen to manually initiate two-way communications.
4. (If possible) Confirm that SELF-DRIVING does not appear in the top left corner of the front touchscreen.
5. Immobilize the vehicle. See Chapter 7: Immobilization on page 13.
6. (If needed) Cut the First Responder Loop to disable the vehicle. See Chapter 8: Disable direct hazards on page 14.
7. (If needed) Move the vehicle. Immobilize the vehicle again after moving.

Completing a Stop or Incident

To complete a stop or response to a Robotaxi vehicle:

1. Remove anything used to immobilize the vehicle.
2. Communicate completion of first responder activities to Tesla Robotaxi First Responder Support.
3. (If needed) Request additional assistance, such as towing and cleanup services.

7. Immobilization

Consult the Cybercab Emergency Response Guide at https://www.tesla.com/firstresponders for more details around immobilizing the vehicle.

IMMOBILIZATION

1. Request vehicle immobilization

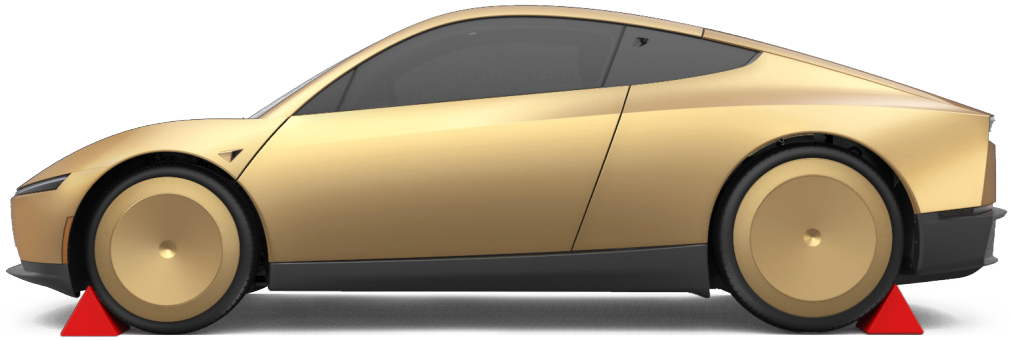
Contact Tesla Robotaxi First Responder Support and request immobilization of the vehicle. If the windows are rolled down and two-way communication is active, you can speak directly through the two-way speakers in the vehicle.

2. Cage the vehicle

Cage the vehicle in front, behind, and to the sides. The cage must be visible to the vehicle cameras. If you cannot reach Tesla Robotaxi First Responder Support, cage the vehicle first before attempting to interact directly with the vehicle.

3. Chock wheels

Cybercab moves quietly, so never assume it is powered off. Never assume that Cybercab will not move. Always chock the wheels.



4. Disable movement with the vehicle

You can disable further movement of the vehicle by performing a disengagement method. Cybercab Robotaxi is designed to disengage Autonomous Mode and park when:

- A seat belt becomes unbuckled (if there's a passenger).
- A cabin door opens and remains open.

Tesla recommends that you block the cabin door from closing or keep the door open after you disable movement of the vehicle to keep the vehicle from re-engaging Autonomous Mode.

WARNING Wait for a Tesla representative to confirm that Autonomous Mode has been disabled before attempting significant interaction with the vehicle.

NOTE Cut the First Responder Loop if necessary to disable the vehicle (see next page).

8. Disable direct hazards

Consult the Cybercab Emergency Response Guide at https://www.tesla.com/firstresponders for more details around disabling the vehicle.

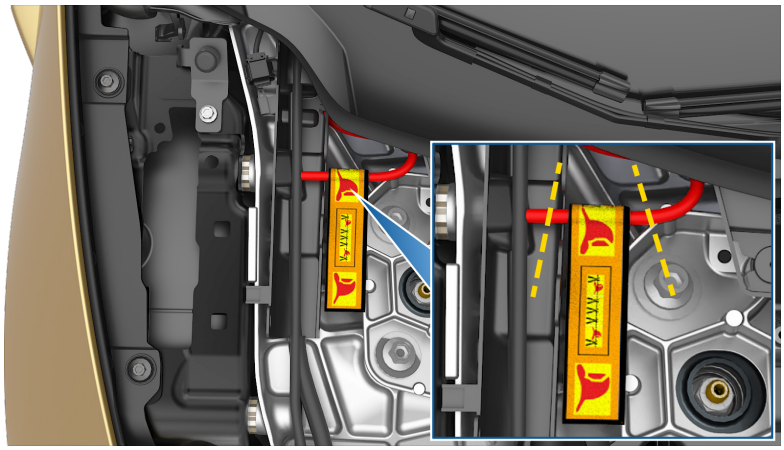
Access

1. Open the hood (see chapter 4: Access to the Occupants).

NOTE: Cybercab is not equipped with a prop rod for the hood. Consider using a tool to prop open the hood while performing disabling procedures.

MAIN DISABLING METHOD

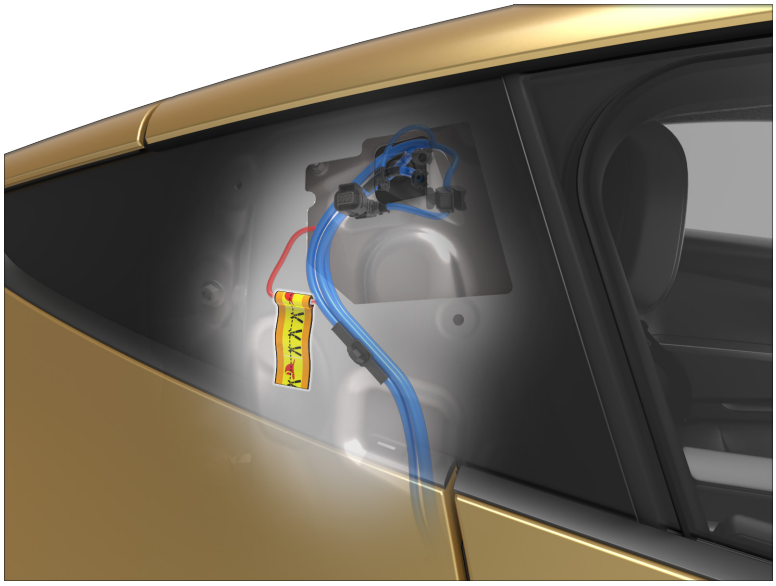
1. Double cut the First Responder Loop and then remove the cut section.



WARNING Not every high voltage component is labeled. Always wear appropriate PPE. Always double cut the first responder loop. Do not attempt to open the High Voltage (HV) battery.

ALTERNATIVE DISABLING METHOD

The secondary First Responder Loop is situated behind two steel panels and can be difficult to access from the exterior of the vehicle. If cutting from the exterior is not feasible, you can instead attempt to cut from the interior of the vehicle. See the Cybercab Emergency Response Guide for details at https://www.tesla.com/firstresponders.



COMPLETE DE-POWER

A complete de-power of the vehicle cuts power to the low voltage and high voltage systems. A de-power disables all electrical systems, as well as basic vehicle functionality such as moving seats and interacting with the touchscreen. Note also that cutting the cables of the low voltage battery alone doesn't necessarily disable the low voltage system due to system redundancies. You must cut the First Responder Loop as well to ensure that the vehicle is de-powered.

1. Access the First Responder Loop under the hood or behind the B-pillar applique.
2. Double cut the First Responder Loop and then remove the cut section.
3. Double cut the negative cable to the low voltage battery (black with yellow stripe).
4. Wait 2 minutes for the vehicle to finish de-powering.

WARNING Regardless of the disabling procedure you use, ALWAYS ASSUME THAT ALL HIGH VOLTAGE COMPONENTS ARE ENERGIZED! Cutting, crushing, or touching high voltage components can result in serious injury or death.

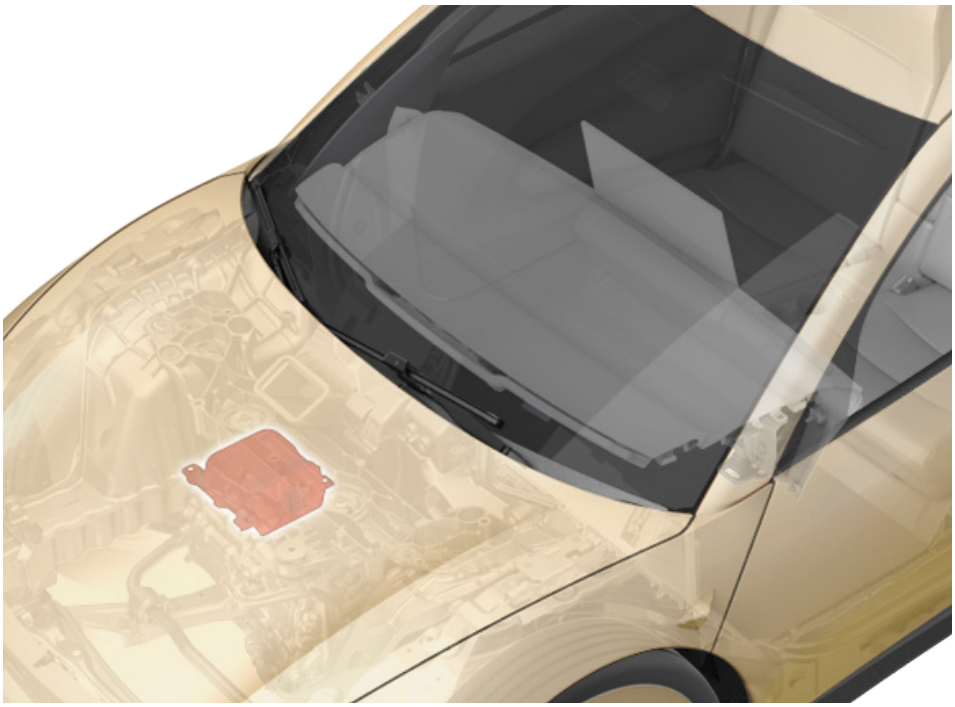
WARNING When using the high voltage shut down methods recommended by this document, high voltage power is isolated to the high voltage battery. The high voltage battery is always energized.

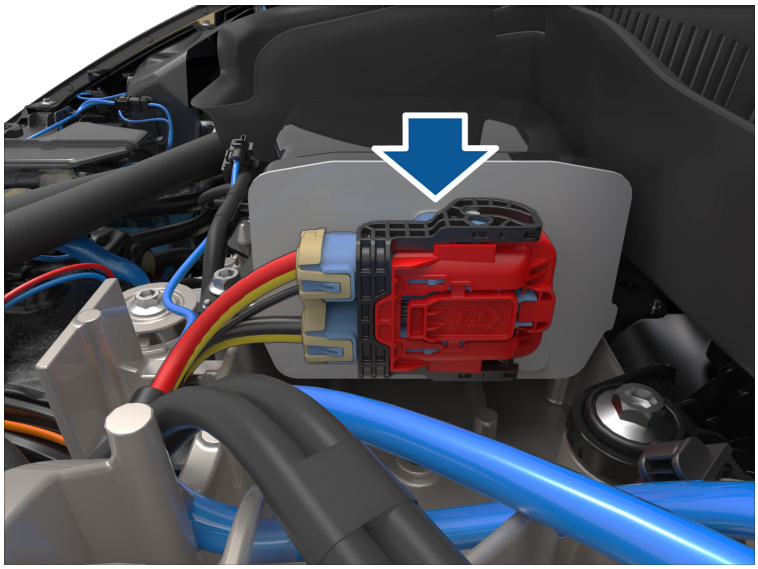
NOTE Cutting low voltage power also cuts power to external microphones and speakers. If you are in contact with Tesla Robotaxi First Responder Support through the two-way communication system, you will need an alternative method of speaking with the Tesla First Responder Liaison.

Access to Low Voltage Battery

When the vehicle's hood is opened, the 48V low voltage battery is accessible next to the windshield. When necessary, the black negative battery cable (with a yellow stripe) should be double cut to open the low voltage battery circuit. Care should always be taken to not cut both the positive and negative battery cables at the same time when double cutting the negative battery cable. Cutting both cables simultaneously can short circuit the low voltage battery. Wait 60 seconds for the low voltage system to discharge.

Cybercab must be parked for this method to disable low voltage power.



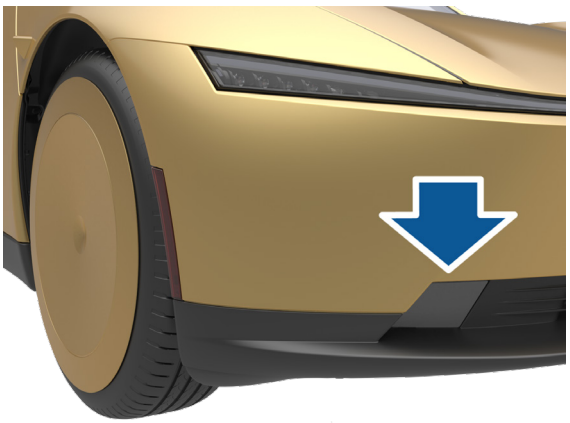


The low voltage battery. Note the black negative cable with a yellow stripe.

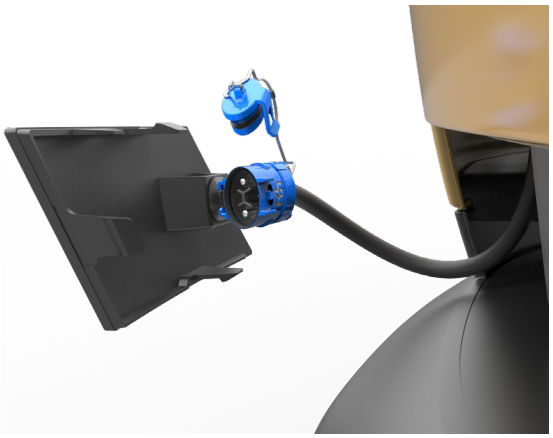
Jump Starting or Opening the Hood of Cybercab with Low Voltage Power

If low voltage power is not available, you can use a 48V external power supply to access the hood and cut the first responder loop. This method will not open the hood if Cybercab has low voltage power. Use a 48V external power supply (12V and 16V won't work), such as a jumper box, for the following:

1. Remove the cover to the jump start connector.



2. Remove the dust cap from the jump start connector.



3. Connect the external power supply to the jump start connector.

NOTE: The jump start connector is keyed, and may only be inserted with the correct orientation. Never attempt to connect a power source without the proper connector keyway.

4. Turn on the external power supply (refer to the manufacturer's instructions of your power supply). The hood latch is immediately released and you can open the hood to access the area under the hood.

NOTE: Cybercab is not equipped with a prop rod for the hood. Consider using a tool to prop open the hood while performing disabling procedures.

5. Turn OFF the external power supply.
6. Disconnect the external power supply from the jump start connector.

WARNING Connecting or disconnecting the jump start connector while the external power supply is ON can cause arcing. Approach cautiously. Wear appropriate PPE.

9. Access to the occupants

Consult the Cybercab Emergency Response Guide at https://www.tesla.com/firstresponders for more details around accessing the vehicle.

NOTE: The seats and touchscreen are electrically powered and may not function after a safety critical event.

NOTE: After a safety critical event, the doors are designed to automatically unlock. If there is insufficient low voltage power, there is a chance the doors do not unlock as intended. Severe collisions may cause doors to be mechanically difficult to operate. Extrication may be required.

NOTE: If low voltage power is unavailable and the windows are fully rolled up, the door windows may crack or shatter when you open the doors with the interior manual release handles.

NOTE: The cross car beam reinforcing the dashboard is made of glass fiber, reinforced plastic, and steel. The plastic and fiber portions are brittle and can shatter under high load.

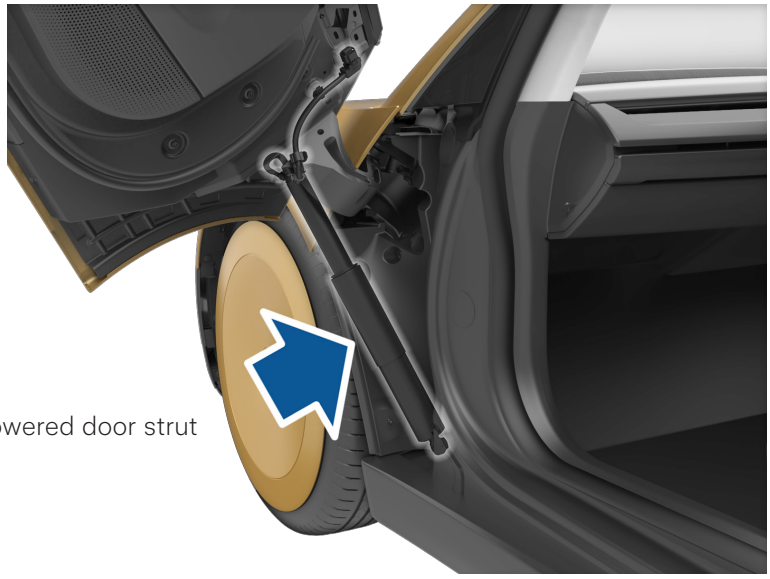
Keys

Cybercab does not require physical keys for vehicle access. Cybercab automatically unlocks and opens the doors when picking up or dropping off passengers. Doors can otherwise be locked or unlocked directly on the front touchscreen console. If the vehicle is unoccupied when stopped by a first responder, the doors automatically unlock when Autonomous Mode disengages.

Damaged Door Struts

Before interacting with a door on Cybercab, perform a visual inspection and ensure that there is no damage to the exterior around the powered door strut.

WARNING When the doors or the area around the door struts of Cybercab are damaged, the preloaded springs for the doors can pop out when the door opens. Access the vehicle from the undamaged door when possible. If both doors are damaged, open the doors with caution. There is a lower chance of the springs popping out if the door does not fully open. Wear appropriate PPE.

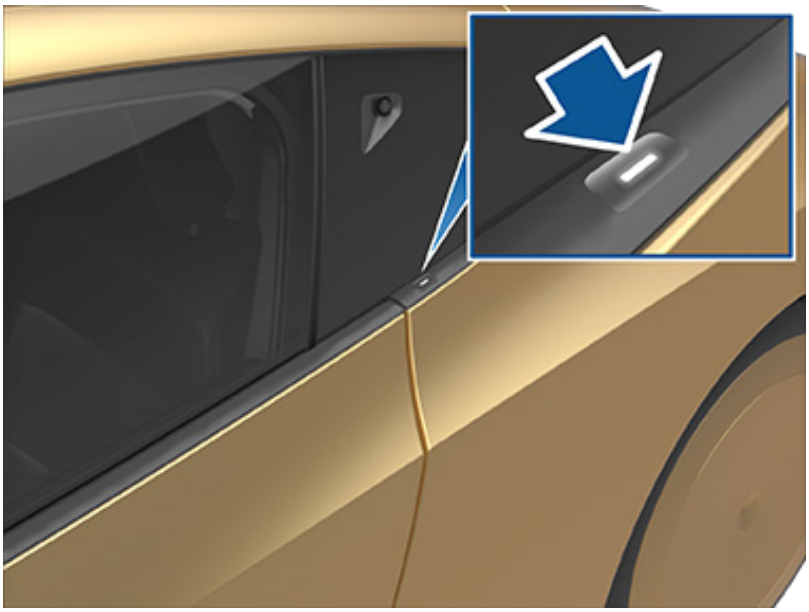


Powered door strut

Opening Doors from the Outside with Power

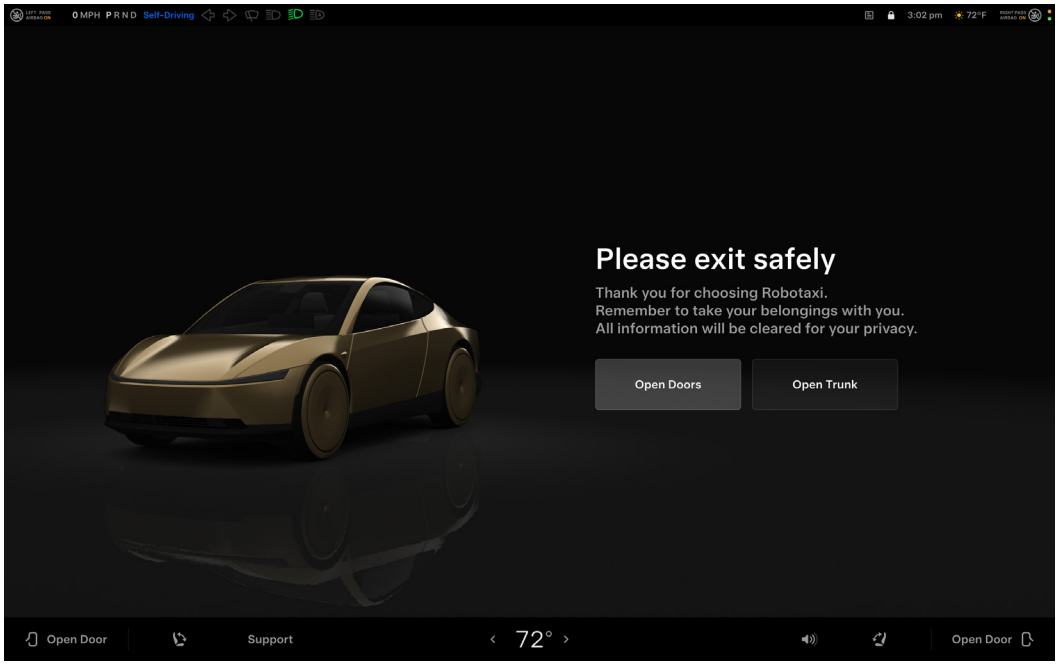
If you are able to connect to Tesla Robotaxi First Responder Support, request that they unlock and/or open the doors to Cybercab. To open the Cybercab doors from the outside yourself, press the button on the B-pillar.

NOTE: If the door button does not function, open a door manually by reaching inside the window and using the interior door handle. You might need to force the window to access the interior door handle. See Opening Doors from Inside without Power.



Opening Doors from Inside with Power

To open the Cybercab doors from the inside with low voltage power available, touch the OPEN DOOR button in the center or bottom corners of the touchscreen. You can also lift the door handle on the door panel in the vehicle cabin.



Opening Doors from Inside without Power

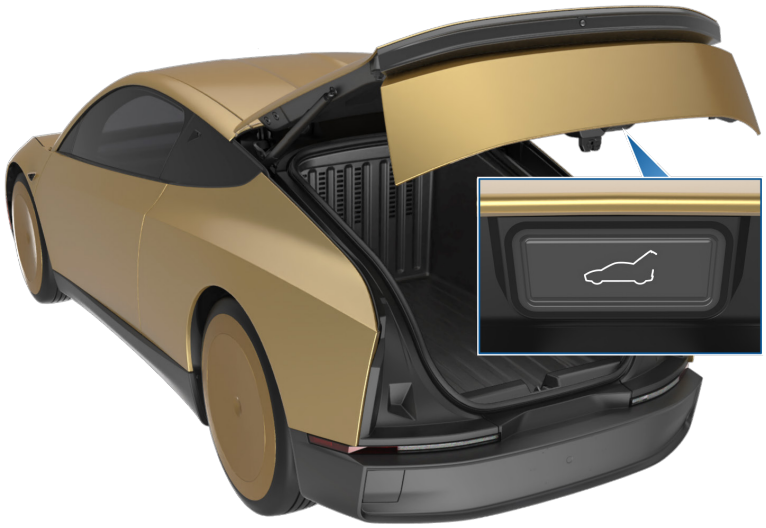
The interior door handles of Cybercab have two detents, with the second detent acting as the emergency mechanical release. To open the Cybercab doors from the inside without low voltage power, completely lift the door handle to engage the mechanical release. Then, push the door outwards and upwards. The door will be heavy and will not remain open. The window may crack or break if still rolled up. Hold open or prop up the door so that the door doesn't swing closed.

It is important to know also that in any vehicle collision with damage to the front doors, the mechanical door release may not operate as designed. Remember also that every vehicle accident is different and may require extrication operations to gain access to the vehicle's cabin.

Opening the Trunk with Low Voltage Power

Use one of the following methods to open the trunk:

1. Touch the associated OPEN TRUNK button on the touchscreen for the trunk.
2. Press the switch located under the exterior handle on the trunk.



Moving the Seats with Power

Cybercab has electrically powered seats that you can move with the touchscreen. The seats can only be moved when low voltage power is enabled and can still be used after the First Responder Loop is cut if the low voltage system is intact.

You can move the seats in these ways:

1. Move both seats forward or backward at the same time
2. Adjust incline or recline of a seat

Rolling Down Windows with Power

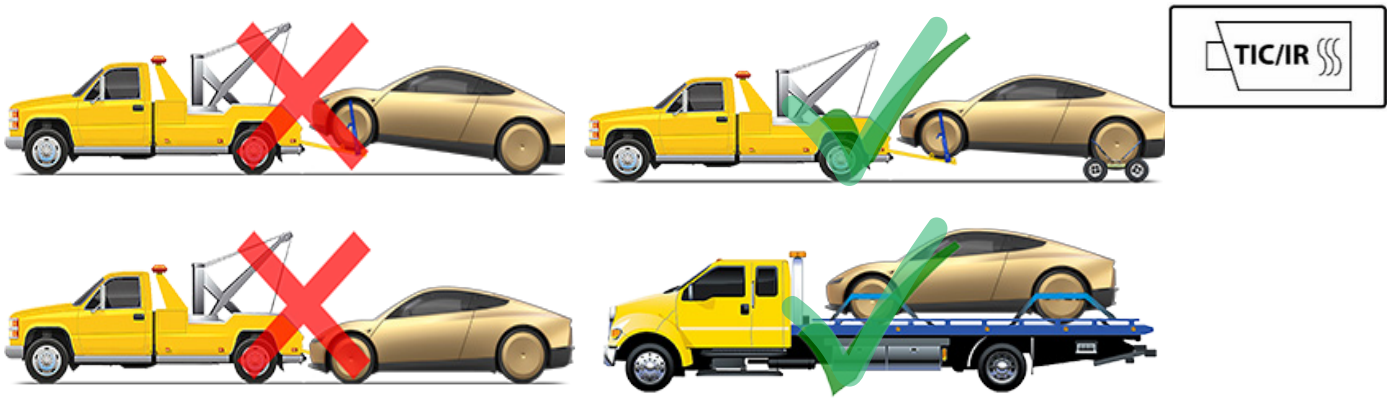
Cybercab window switches are situated underneath the touchscreen. The windows can only move when low voltage power is enabled, and can still be used after the First Responder Loop is cut if the low voltage system is intact.

10. Towing / transportation / storage

The motor in Cybercab can generate power when the wheels spin. Always transport with all four tires off of the ground. Ensure that the tires are unable to spin at any time during transport.

WARNING NEVER TRANSPORT THE VEHICLE WITH THE TIRES IN A POSITION WHERE THEY CAN SPIN. DOING SO CAN LEAD TO SIGNIFICANT DAMAGE AND OVERHEATING. IN RARE CASES EXTREME OVERHEATING MAY CAUSE THE SURROUNDING COMPONENTS TO IGNITE.

WARNING POSSIBLE BATTERY RE-IGNITION! AFTER A FIRE INCIDENT, STORE OUTSIDE AT A SAFE DISTANCE (50 FT/15 M) FROM OTHER VEHICLES AND STRUCTURES!



A roll-back truck or comparable transport vehicle is the recommended method of transport. The vehicle can face either direction when using a flatbed. If the vehicle must be transported without a roll-back truck, then wheel lifts, skates, or dollies must be used to ensure that the rear wheels are off of the ground. This method must not exceed the manufacturer speed rating of the dollies. With this method, Tesla recommends the vehicle faces forward so that the front wheels are lifted and the rear wheels are on dollies.

WARNING The vehicle is equipped with high voltage components that may be compromised as a result of a collision. Before transporting, it is important to assume these components are energized. Always follow high voltage safety precautions (wearing personal protective equipment, etc.) until emergency response professionals have evaluated the vehicle and can accurately confirm that all high voltage systems are no longer energized. Failure to do so may result in serious injury.

Towing

Cybercab towing procedures are slightly different from other Tesla vehicles. Cybercab must be towed with all four tires off the ground.

Before beginning tow procedures, contact Tesla Roadside Assistance and request confirmation that the vehicle is immobilized (see Chapter 2: Immobilization / Stabilization / Lifting). Refer to https://www.tesla.com/support/roadside-assistance for the applicable number.

To tow the vehicle:

1. Access the tow strap behind the front license plate by unscrewing and then rotating the license plate.
2. Pull out the tow strap(s) and carabiner (if equipped).
    a. If the carabiner is present, ensure that the nut is fully tightened.

3. Hook the winch through the carabiner. If there's two straps and no carabiner, hook through **both** straps instead.

4. If towing with a flatbed, tire skates may be needed if the parking brake cannot be released. If towing with a wheel lift truck, dollies must be placed under the other set of tires.
5. If necessary, manually turn the front tires by hand to help position the vehicle.
6. Winch Cybercab into position.
7. Secure the wheels using the 8-point tie-down method. If the wheel covers rub against the straps, remove the wheel covers. See the **Removing Wheel Covers** section. Do not allow any wheels to spin while loaded onto a tow truck.
8. Fully disconnect the winch hook from the tow strap and securely stow the winch. Continuing to transport the vehicle while the winch is unsecured or hooked through the strap can damage Cybercab.

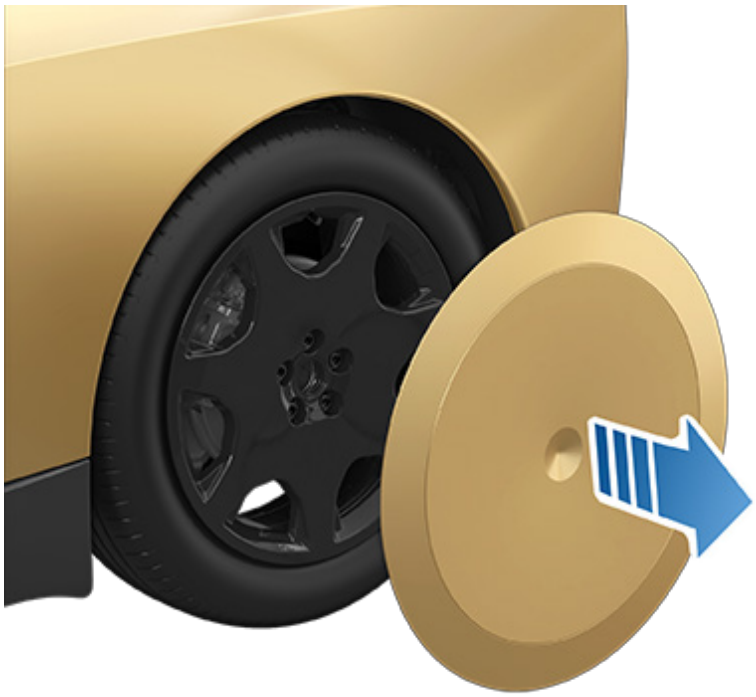
NOTE: A wheel lift-style truck with self-loading dollies, or tire skates on a flatbed must be used to load the vehicle into the approved transportation position. Tesla is not responsible for any damage caused by or during transport of the vehicle, including personal property damage or damage caused by using self-loading dollies or tire skates.

NOTE: Do not use control arms when attempting to tow Cybercab.

> **WARNING** Allowing Cybercab wheels to spin can result in overheating the motor and potential risk of shock if electrical components are exposed, even if the first responder loop has been cut.

Removing Wheel Covers

If the wheel covers rub against the wheel straps during towing procedures, remove the wheel covers before attempting to move the vehicle. You also need to remove the wheel covers to access the lug nuts and valve stem.



To remove a wheel cover:

1. Reach around the cover's flexible outer ring and grasp the wheel cover edges firmly with both hands.
2. Pull the wheel cover towards you to release the retaining clip.
3. Repeat for full circumference of the wheel cover to release all the retaining clips.

Moving the Vehicle

WARNING The following instructions are intended to be used when only moving Cybercab a very short distance to improve traffic safety.

WARNING Pushing Cybercab when it is not in Neutral or Tow Mode can result in overheating the motor and potential risk of shock if electrical components are exposed, even if the first responder loop has been cut.

In situations where there is minimal risk of fire or high voltage exposure and low voltage power is present, Cybercab can be quickly pushed in order to clear the roadway.

In situations where Cybercab is operable, Cybercab can be manually moved with onboard vehicle controls. Request assistance from Tesla Robotaxi First Responder Support or the Rapid Response team to evaluate vehicle condition and facilitate the process of moving the vehicle. You can contact Tesla Robotaxi First Responder Support from the onboard two-way communication system or by phone at (512) 276-5391. You must be in uniform and prepared to show a badge or official identification to the camera on the B-pillar of the Robotaxi vehicle.

If you cannot reach Tesla Robotaxi First Responder Support, you can still gain access to the onboard vehicle controls to quickly and briefly move Cybercab out of the roadway. Contact RobotaxiFirstResponder-Safety@tesla.com for details and instructions.

NOTE: Low voltage power is required to move the car.

NOTE: The parking brake is applied if Cybercab is rolled faster than 5 mph (8 km/h) or low voltage power becomes low or absent.

NOTE: The touchscreen is unresponsive if Cybercab has no low voltage power. Use an external low voltage power to open the hood and jump start the vehicle's auxiliary low voltage battery. Consult the Cybercab Emergency Response Guide for more details.

NOTE: If airbags are deployed, you cannot push or move the vehicle unless the vehicle can shift to neutral or Tow Mode. Otherwise, you must first secure the wheels for transport.

Moving the Vehicle With Steering and Pedals

Cybercab test vehicles can occasionally include a steering wheel for manual operation. Tesla vehicles operate differently from many other vehicles. Tesla recommends that first responders who haven't operated a Tesla vehicle should familiarize themselves with the controls before attempting to drive the vehicle.

After receiving access to the vehicle controls:

1. Press the Brake pedal to wake the vehicle and enable shifting.
2. Shift the vehicle into Reverse, Drive, or Neutral using the drive mode strip on the left-side of the touchscreen.
   A. Cybercabs in Drive and Reverse do not move until the accelerator is pressed.
3. If in Drive or Reverse, press the Accelerator pedal to move the vehicle.
4. Touch P on the drive mode strip to Park the vehicle.

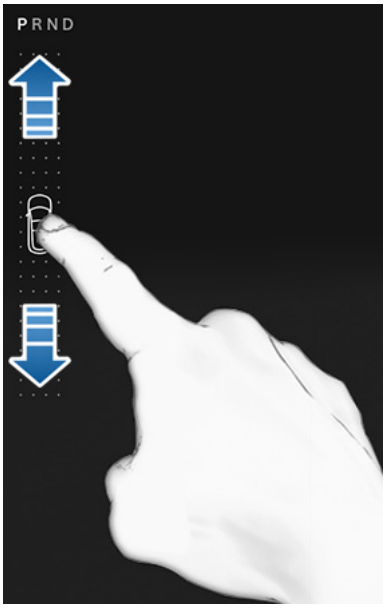


Image for demonstration purposes. The Cybercab touchscreen interface might look different.

For additional information about Cybercab, consult the available docmentation at:
https://www.tesla.com/robotaxi/riderguides/

11. Important additional information

This document contains important instructions and warnings that must be followed when handling Robotaxi vehicles in an emergency situation.

WARNING Always use appropriate rescue tools and always wear appropriate PPE. Failure to follow these instructions can result in serious injury or death.

WARNING Regardless of the disabling procedure you use, ALWAYS ASSUME THAT ALL HIGH VOLTAGE COMPONENTS ARE ENERGIZED! Cutting, crushing, or touching high voltage components can result in serious injury or death.

WARNING After deactivation, the high voltage circuit requires 2 minutes to de-energize.

WARNING The RCM (Restraint Control Module) has a backup power supply with a discharge time of approximately 10 seconds. Do not touch the RCM (under the center console) within 10 seconds of an airbag or pre-tensioner deployment.

WARNING When cutting the first responder loop, double cut the loop to remove an entire section. This mitigates the risk of the cut wires accidentally reconnecting.

WARNING When using recommended high voltage shut down methods, high voltage power is isolated to the high voltage battery. The high voltage battery is always energized.

WARNING Never transport Cybercab with wheels on the ground. Doing so can lead to significant damage and overheating. In rare cases, extreme overheating may cause the surrounding components to ignite.

Additional Resources

First Responders and Second Responders with emergencies, call Tesla Robotaxi First Responder Support. Tesla Robotaxi First Responder Support can be reached at (512) 276-5391. The Robotaxi first responder information can be found at https://www.tesla.com/firstresponders/robotaxi. First responders and training officers who have questions, contact RobotaxiFirstResponderSafety@tesla.com.