INFORMATION FOR FIRST RESPONDERS

FIRST RESPONDER INTERACTION PLAN

TESLA ROBOTAXI

AUTONOMOUS VEHICLE SERVICE

VERSION: 1.3

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CONTENTS

1. Contact us Page 1

2. Identification / recognition Page 3

3. Autonomous activity Page 5

4. Autonomous response to incidents Page 7

5. Operational design domain Page 9

6. First responder interactions Page 10

7. Immobilization Page 11

8. Disable direct hazards / safety regulations Page 12

9. Access to the occupants Page 15

10. Towing / transportation / storage Page 18

11. Important additional information Page 21

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 Support through Tesla Roadside Assistance to geofence Robotaxi or make an emergency request to Robotaxi Operations.

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 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 1000 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

A physical copy of the vehicle registration, vehicle owner information, and proof of insurance is located in the glovebox of each Model Y Robotaxi. To access this information, contact Tesla Robotaxi Support by phone or the on-board two-way communication system.

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

A Robotaxi vehicle is a Tesla Model Y. A dedicated Tesla Robotaxi can be identified by the Robotaxi label written in gold lettering. Robotaxi labels will be included on the front and rear fascia of the vehicle and may appear at the bottom of the front doors. The Model Y variant used for Robotaxi features more angular front and rear fascias and an additional camera in the front grille.

When the vehicle is operating in Autonomous Mode, there will not be a person in the driver's seat.

Robotaxi

Front and Rear Lights

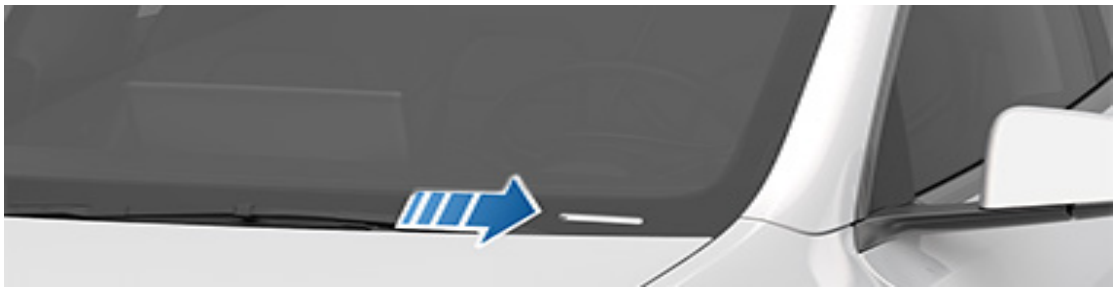
You can identify the Model Y variant used for Robotaxi from the front and rear by the shape of the headlights and light bar and the TESLA wordmark on the rear.

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

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.

If the front touchscreen is operational, you can check the VIN by navigating to **Controls > Software**.



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

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.

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.

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. A Robotaxi should always be considered in Autonomous Mode unless the hazard lights are flashing rapidly. A Robotaxi operating in Autonomous Mode moves independently and is fully self-driving.

When Robotaxi operates in Autonomous Mode, the words SELF-DRIVING displays in blue in the top left corner of the front 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, 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.
- 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, Robotaxi proceeds to a charging station or parking lot.
- If the Battery charge level is too low to conduct another ride, Robotaxi proceeds to a charging station before accepting new ride bookings.
- If Robotaxi experiences connectivity or hardware issues, the hazard lights flash rapidly and the vehicle attempts to pull over at the nearest safe stopping location.

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:

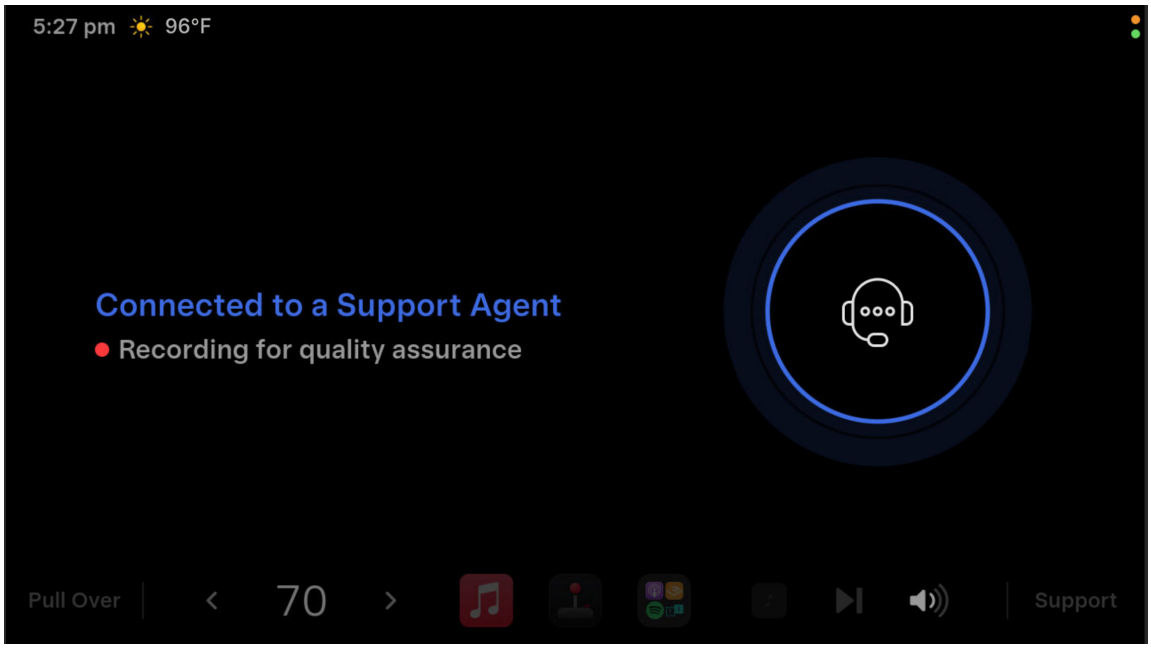
- By a Tesla representative.
- After a safety critical event is detected, such as a collision or the deployment of airbags.
- After being pulled over by a first responder.
- While charging.

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.

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, two-way communication is initiated with the vehicle and a Tesla representative, and the vehicle windows are automatically rolled down if airbags deploy.

You can confirm that Autonomous Mode is disabled by checking the top left corner of the front 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 front or rear touchscreen of Robotaxi. When the microphone is active, an orange indicator appears. When the cabin camera is active, a green indicator appears. The rear touchscreen also indicates that Robotaxi Support is connected.



4. Autonomous response to incidents and first responders

Yielding

The Model Y Robotaxi is equipped with a camera suite and sound detection technology. 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, 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.

Stops

Robotaxi is designed to detect when a first responder vehicle is following Robotaxi with lights and sirens on. When Robotaxi detects that a first responder vehicle is following with lights and sirens active, Robotaxi pulls over and parks at the first safe location available. When pulling over, Robotaxi attempts to avoid entering or blocking private driveways. If on the highway, after moving to the rightmost traffic lane, Robotaxi might take some time to identify a safe location to pull over and stop. After pulling over and parking, Autonomous Mode disengages and Robotaxi rapidly flashes the hazard lights for the duration of the stop to indicate that the vehicle is now parked and safe to approach. Robotaxi then remains stationary until a Tesla representative remotely moves the vehicle or re-engages Autonomous Mode.

When a stop begins, Robotaxi rolls down both the front windows and initiates two-way communication between the vehicle cabin and Tesla Robotaxi Support. First responders can then speak directly to the Tesla representative using the on-board two-way speaker.

Before approaching the vehicle, Tesla recommends you contact Tesla Robotaxi Support to ensure that Autonomous Mode is disabled and that the vehicle is safely immobilized. The Tesla representative can then remotely unlock the doors or trunks, open the glove box, or roll down additional windows, as needed.

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

If the vehicle is unoccupied, the front and rear passenger 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 Roadside Assistance.

First responders can also manually initiate two-way communication with Tesla Robotaxi Support by touching the Support icon on the front or rear 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 Robotaxi can resume autonomous operations.

Collisions and Safety Critical Events

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. Robotaxi flashes the hazard lights rapidly, unlocks the doors for easier egress, rolls down all of the windows to vent the cabin if airbags deploy, and 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 the Robotaxi Field 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.

Moving the Vehicle

If the vehicle is in the roadway or in a dangerous position and two-way communication with Tesla Robotaxi Support is successful, request that the Tesla representative move the vehicle remotely.

If the Tesla representative cannot move the vehicle, request vehicle control access. First responders requesting vehicle control access 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. For details on driving a Tesla vehicle, see "Driving the Vehicle" in Chapter 11, Towing / transportation / storage on page 19.

If the vehicle cannot be moved by the 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 appropriate Emergency Response Guide at https://www.tesla.com/firstresponders for details around stabilization and lifting.

WARNING The vehicle is designed to cut high voltage power if airbags deploy. In such cases, you must enable Tow Mode before you can safely move or push the vehicle. If you cannot enable Tow Mode, do not move the vehicle with wheels on the ground and 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. Automatically 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. Doors unlock.
   A. If a safety critical event was detected, unlocks all the doors for easier egress.
   B. If a stop by first responders was detected and the vehicle is unoccupied, unlocks the passenger doors.
5. Roll down the windows.
   A. All windows are fully rolled down in the event of a safety critical event where airbags deploy.
   B. Only the front windows are 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 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. Robotaxi is also capable of navigating pick-up and drop-off zones to initiate or complete trips.

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, Robotaxi vehicles are designed to safely adjust their speed to the flow of traffic.

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. Robotaxi is also not designed to operate off-road.

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.

Robotaxi does not accept new rides when extreme weather conditions are expected. If unexpectedly caught by extreme weather conditions, 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 Robotaxi vehicle as Robotaxi 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 Support.
   A. Call Tesla Roadside Assistance at 877 798 3752 and request Tesla Robotaxi Support.
   B. Approach the front "driver" or passenger side window of the vehicle and speak directly via the on-board two-way communication system.
   C. If the on-board communication system is not connected, touch Support on the front or rear 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 10.
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 Robotaxi rapidly flash hazard lights, signifying that Autonomous Mode is disengaged.
3. Establish communications with Tesla Robotaxi Support.
   A. Call Tesla Roadside Assistance at 877 798 3752 and request Tesla Robotaxi Support.
   B. Approach the front "driver" or passenger side window of the vehicle and speak directly via the on-board two-way communication system.
   C. If the on-board communication system is not connected, touch Support on the front or rear 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 10.
6. (If needed) Cut the First Responder Loop to disable the vehicle. See Chapter 8, Disable direct hazards on page 11.
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 Support.
3. (If needed) Request additional assistance, such as towing and cleanup services.

7. Immobilization

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

IMMOBILIZATION

1. Request vehicle immobilization

Contact Tesla Robotaxi 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 Support, cage the vehicle first before attempting to interact directly with the vehicle.

3. Chock wheels

Robotaxi moves quietly, so never assume it is powered off. Never assume that Robotaxi 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. 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 completely disable the vehicle.

8. Disable direct hazards

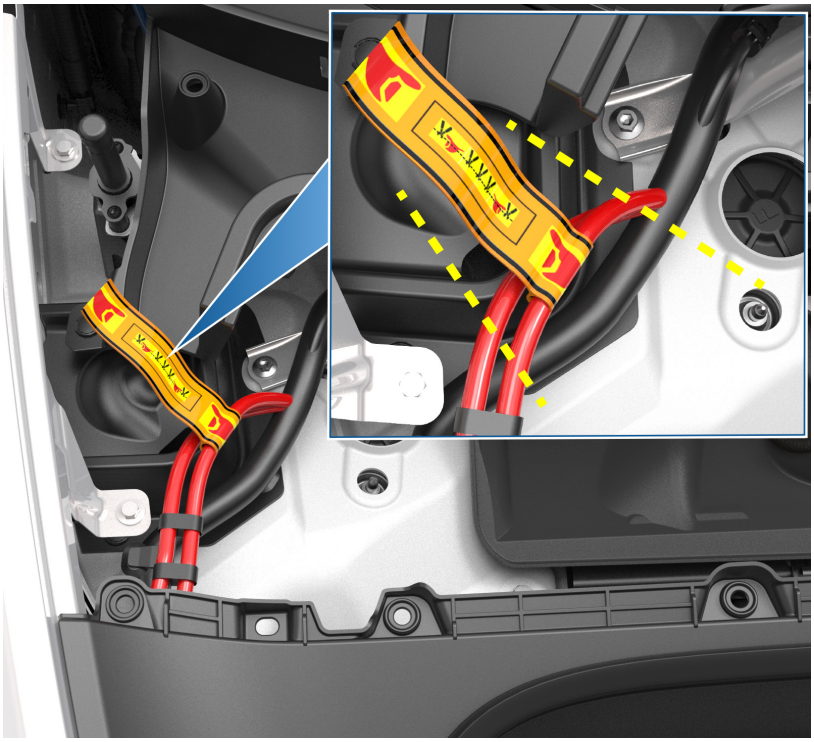
Consult the appropriate Emergency Response Guide at https://www.tesla.com/firstresponders for more details around disabling the vehicle.

ACCESS

1. Open the hood.
   A. If there is no low voltage power in the vehicle, see "Opening the Hood using an External Low Voltage Power Supply" in Chapter 8, Disable direct hazards on page 13.
2. Remove any access panels or seals obscuring the first responder loop.

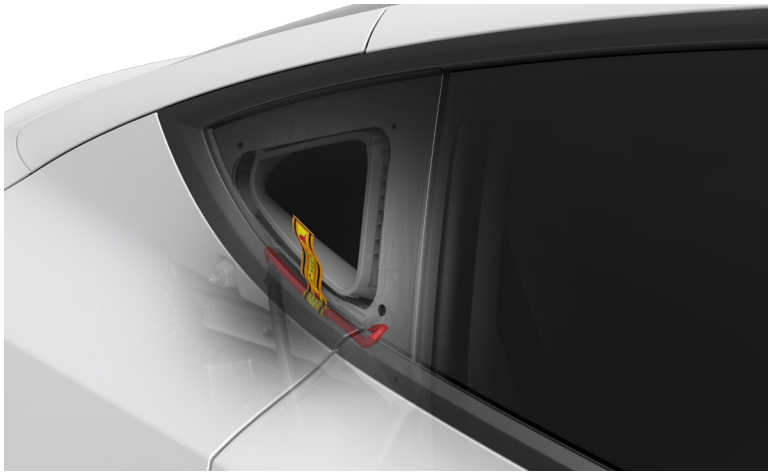
MAIN DISABLING METHOD

1. Double cut the first responder loop and then remove the cut section.



ALTERNATIVE DISABLING METHOD

1. Break the fixed back window on the right side of the vehicle.
2. Remove the trim covering the internal wiring.
3. Double cut the first responder loop and then remove the cut section.



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 rear quarter side window.
2. Double cut the First Responder Loop and then remove the cut section.
3. Double cut the negative cables to the low voltage battery.
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.

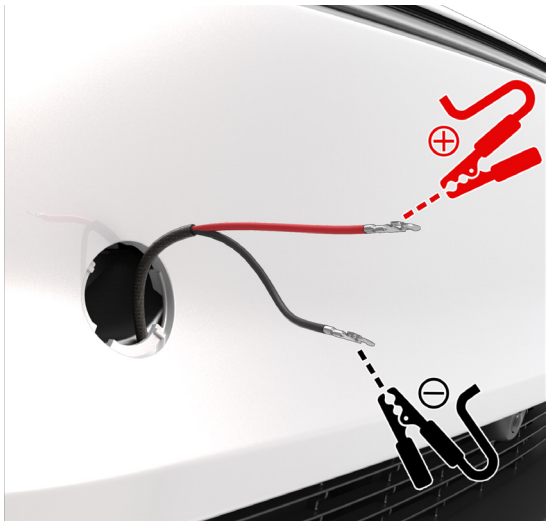
WARNING When using the high voltage shut down methods recommended by this document, high voltage power is isolated to the high voltage battery. The high voltage battery is always energized.

Opening the Hood using an External Low Voltage Power Supply

If low voltage power is not available, you might need an external power supply to access the hood and cut the first responder loop. This method will not open the frunk if the Robotaxi vehicle is locked and has low voltage power. Use an external power supply, such as a jumper box, for the following:

1. Release the tow eye cover by pressing firmly on the top right perimeter of the cover until it pivots inward, then pulling the raised section toward you.

2. Pull the two wires out of the tow eye opening to expose the vehicle-side terminals.
3. Connect the external low voltage power supply's red positive (+) cable to the red positive (+) vehicle-side terminal.
4. Connect the external low voltage power power supply's black negative (-) cable to the black negative (-) vehicle-side terminal.



5. Turn on the external power supply (refer to the manufacturer's instructions of your external power supply). The hood latches are immediately released and you can open the hood to access the frunk area.
6. Disconnect both external power supply cables, beginning with the black negative (-) cable.

9. Access to the occupants

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

NOTE: The seats, steering wheel, and doors are electrically powered and may not function after a safety critical event.

NOTE: After a safety critical event, the doors and liftgate may not open from the outside. Extrication may be required.

Keys

Robotaxi does not require physical keys for vehicle access. Robotaxi 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 passenger doors automatically unlock when Autonomous Mode disengages. In the event of a collision, Robotaxi is designed to automatically unlock the doors for easier egress.

Tesla recommends that first responders reach out to Tesla Robotaxi Support to remotely open the doors of a Robotaxi.

Opening Doors from the Outside with Power

To open the Robotaxi doors from the outside while power is available, contact Tesla Robotaxi Support. A Tesla Support Specialist can then open the door remotely. If the doors are unlocked, press the wide part of a door handle inwards and then pull the door open.

NOTE: You can also open a front door manually by reaching inside the window and using the mechanical release handle. See Opening Front Doors from Inside without Power.

Opening Doors from Inside with Power

To open the Robotaxi doors from the inside with low voltage power available, press the button located near the door panel.

Opening the Front Doors from Inside without Power

To open the Robotaxi front doors from the inside without low voltage power, lift the mechanical release handle located inside the door panel.

Opening Rear Doors from Inside without Power

To open the rear doors from the inside without low voltage power:

1. At the bottom of the rear door pocket, there is a slot in front of the release cover. Slide your finger into the slot to remove the cover.
2. Pull the mechanical release cable forward.

Opening Doors from Outside without Power

To open the Robotaxi doors from the outside without low voltage power, break the glass window of the “driver” or passenger seats and then lift the mechanical release handle.

It is important to know that in any vehicle collision with damage to the “driver” or passenger door, the mechanical door release may not operate as designed. It is also important to remember that every vehicle accident is different and such scenarios may require extrication operations to gain access to the vehicle cabin.

Opening the Liftgate with Low Voltage Power

Use one of the following methods to open the liftgate:

1. Contact Tesla Robotaxi Support and request that they open the vehicle liftgate.
2. Access the vehicle cabin. On the touchscreen of Robotaxi, touch Open Trunk.
3. Press the switch located under the exterior handle on the liftgate.

Opening the Hood with Power

Robotaxi does not have a traditional internal combustion engine. To open the hood with low voltage power enabled, contact Tesla Robotaxi Support.

Opening the Hood using External Low Voltage Power Supply

You can use an external power supply, such as a jumper box, to provide enough energy to open the hood of the vehicle. This method does not open the hood if Robotaxi is locked and has low voltage power. Check the emergency response guide of the vehicle for details on powering the car.

10. Towing / transportation / storage

The rear motor in Robotaxi can generate power when the wheels spin. Before transporting the vehicle, contact Tesla Robotaxi Support and request that a Tesla Support Specialist enable Tow Mode for the vehicle. 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 and dollies must be used to ensure that all four 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.

NOTE: The tires are allowed to rotate slowly (under 3 mph or 5 km/h) and for a very short distance (less than 30 feet or 10 meters) only when Tow Mode is enabled while the vehicle is being winched onto a flatbed truck or pulled out of a parking space for repositioning. Exceeding these boundaries can lead to significant damage and overheating.

NOTE: Ensure that Tow Mode is enabled by a Tesla Support Specialist before winching the vehicle onto a flatbed truck. If Tow Mode cannot be enabled, self-loading dollies or tire skates 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.

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.

Moving the Vehicle

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

WARNING Pushing Robotaxi 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 (for example, the vehicle does not accelerate after coming to a stop at an intersection) and low voltage power is present, Robotaxi can be quickly pushed or driven in order to clear the roadway.

Request that Tesla Robotaxi Support shift Robotaxi to Neutral or enable Tow Mode and then move the vehicle. Inform the Tesla representative when the vehicle is ready to be immobilized.

If the vehicle has low or minimal damage, you can also request control of the vehicle from Tesla Robotaxi Support to briefly drive or move the vehicle to a safer location. 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 in order to be granted access to the vehicle controls.

NOTE: If you need to enable Tow Mode yourself, obtain access to the controls of the vehicle and then navigate to **Controls > Service > Towing > Enter Tow Mode.** For more information about Tow Mode, consult the Owner's Manual.

NOTE: Low voltage power is required for Tow Mode to activate.

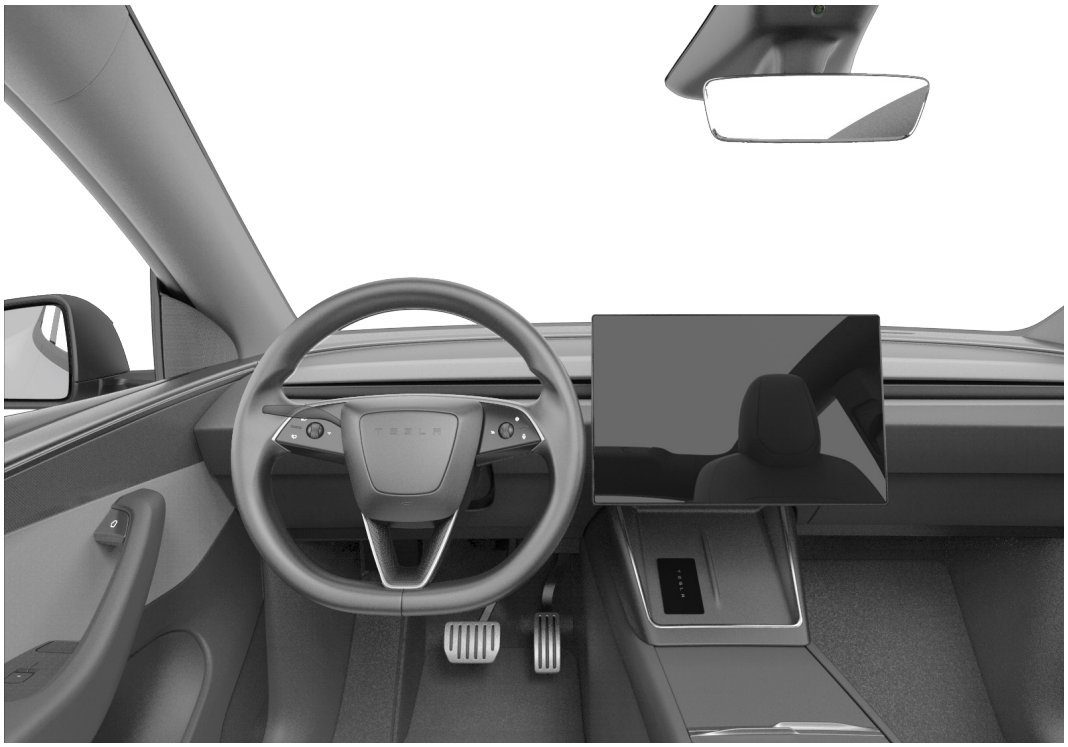
NOTE: Tow Mode automatically cancels and the parking brake is applied if Robotaxi is rolled faster than 5 mph (8 km/h) or low voltage power becomes low or absent. Robotaxi sounds its horn if Tow Mode is about to cancel.

NOTE: The touchscreen is unresponsive if Robotaxi 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 appropriate Emergency Response Guide for more details.

NOTE: If airbags are deployed, you cannot drive Robotaxi. Do not push or move the vehicle unless you can enable Tow Mode. Otherwise, you must first secure the wheels for transport.

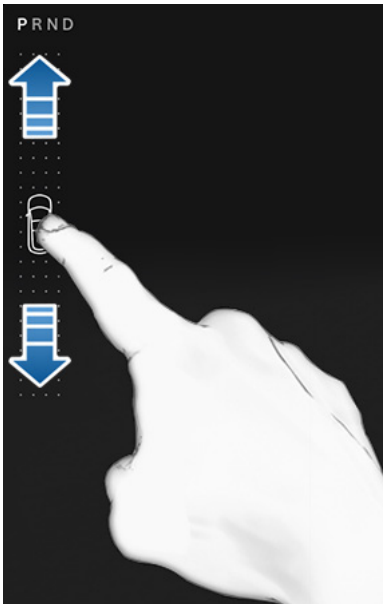
Driving the Vehicle

Robotaxi uses a Model Y variant. 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. The interior cabin of Robotaxi should appear as follows:



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 or the manual drive mode selector on the overhead console.
   A. Hold down the Brake pedal to shift with the overhead console.
   B. Robotaxi vehicles 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 or overhead console to Park the vehicle.



For additional information about a Tesla Model Y vehicle, consult the Owner's Manual at:
https://www.tesla.com/ownersmanual/modely/en_us/

11. Important additional information

This document contains important instructions and warnings that must be followed when handling Robotaxi 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 Robotaxi 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 Support. Tesla Robotaxi Support can be reached via Tesla Roadside Assistance at 877 798 3752. The Robotaxi first responder information can be found at https://www.tesla.com/firstresponders/robotaxi. First responders and training officers who have questions, contact firstrespondersafety@tesla.com.