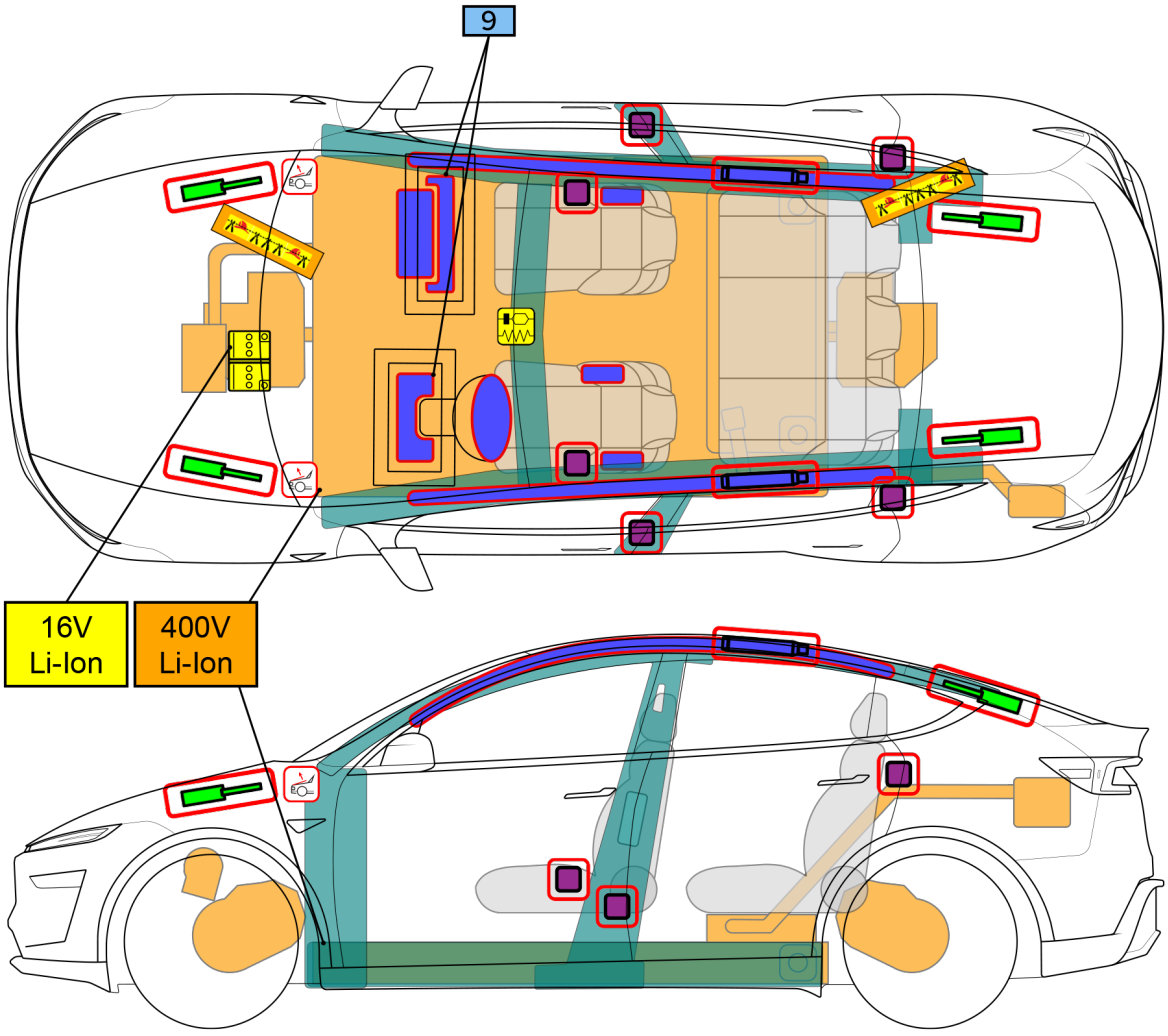
TESLA MODEL Y

From 2025—Present
5 doors / 5 seats / SUV

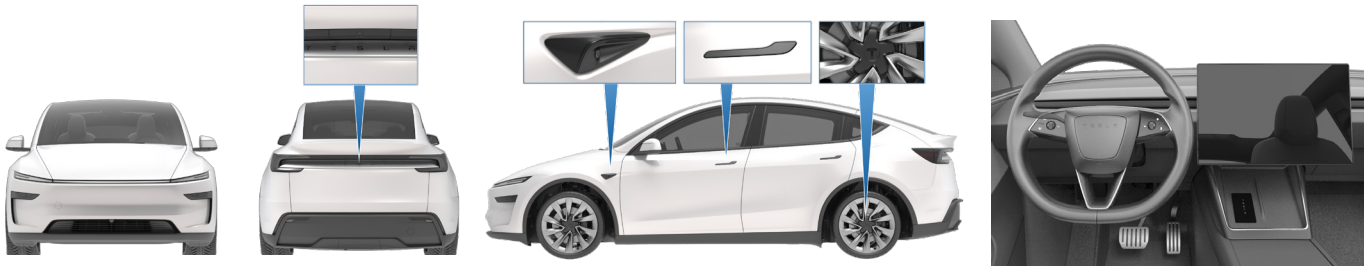


NOTE: Not all features present in all trims.

	Airbag		SRS control unit		Stored gas inflator		Seat belt pre-tensioner		Gas strut / Preloaded spring
	Battery low voltage		Battery pack, high-voltage		High voltage power cable		Cable cut		High strength zone
	Pedestrian protec-tion active system (if equipped)								

1. Identification / Recognition

LACK OF ENGINE NOISE DOES NOT MEAN VEHICLE IS OFF. QUIET MOVEMENT OR INSTANT RESTART CAPABILITY EXISTS UNTIL VEHICLE IS FULLY SHUT DOWN.



NOTE: The Tesla wordmark indicates a fully electric vehicle.
NOTE: The Robotaxi label in gold lettering on the front and rear fascia indicates a dedicated Robotaxi vehicle.

2. Immobilization / Stabilization / Lifting

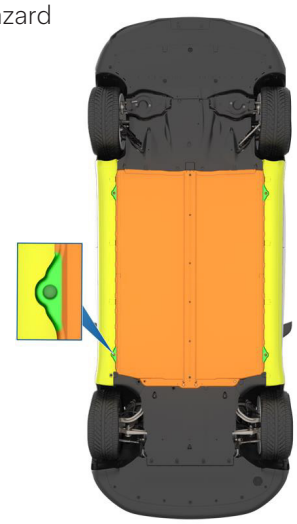
IMMOBILIZATION

NOTE: Ensure that you see rapidly flashing hazard lights or deployed airbags.

1. CONTACT TESLA ROBOTAXI SUPPORT
2. CAGE THE VEHICLE
3. CHOCK WHEELS

4. DISABLE AUTONOMOUS MOVEMENT
   - Open a cabin door and keep it open.
   - Unbuckle a seat belt if passenger present.

STABILIZATION / LIFTING POINTS

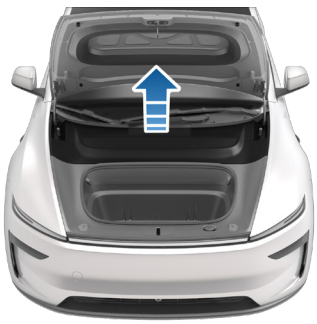


	Appropriate lift areas
	Safe stabilization points for Model Y resting on its side
	High Voltage (HV) Battery

Do not push on High Voltage Battery.

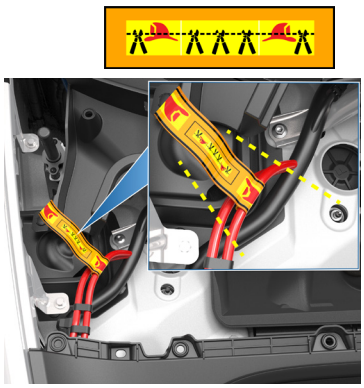
3. Disable Direct Hazards / Safety Regulations

ACCESS



MAIN DISABLING METHOD

- Open the hood.
- Double cut the first responder loop.



ALTERNATIVE DISABLING METHOD

- First responder loop is located on the right side of Model Y.
- Break fixed window and remove trim to access.

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.

4. Access to the Occupants

Electrical and mechanical releases like doors and seat belts may be compromised after a collision. Similarly, seats, steering wheel, and interior door buttons are electrically powered and may not function after a collision.

NOTE: Robotaxi vehicles are designed to automatically roll down windows, initiate two-way communication between Tesla Robotaxi Support and the vehicle cabin, and unlock all doors after a safety critical event.

NOTE: Robotaxi is designed to disengage autonomous activities upon detecting a safety critical event. Confirm that the vehicle is stationary and the hazard lights are flashing rapidly or that the airbags are deployed.

NOTE: Severe collisions may cause doors to be mechanically difficult to operate. Extrication may be required. The body is constructed of steel with aluminum doors.

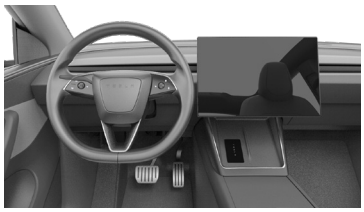
OPENING DOORS FROM OUTSIDE WITH POWER

OPENING DOORS FROM INSIDE WITH POWER

OPENING TRUNK FROM OUTSIDE WITH POWER

OPENING HOOD FROM INSIDE WITH POWER

- Touch the open hood button on the touchscreen



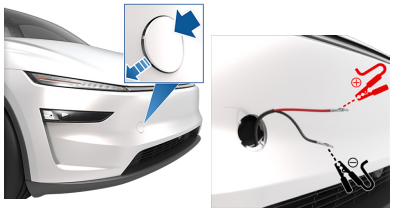
OPENING FRONT DOORS FROM INSIDE WITH POWER

OPENING REAR DOORS FROM INSIDE WITH POWER

NON-OPERATIONAL WITHOUT POWER

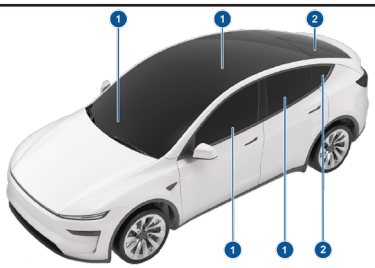
OPENING HOOD WITHOUT POWER

- Use external power supply to OPEN



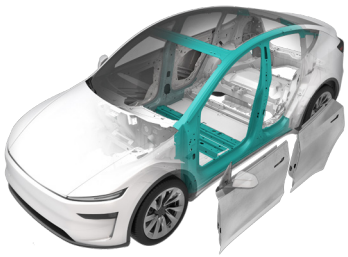
GLASS

1. LAMINATED
2. TEMPERED



HIGH STRENGTH ZONES

- STEEL VEHICLE STRUCTURE
- ULTRA-HIGH STRENGTH STEEL A/B PILLARS
- ALUMINUM DOORS



5. Stored Energy / Liquids / Gases / Solids

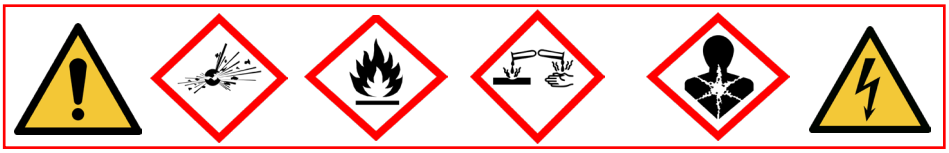
		16V Low Voltage
Li-Ion		400V Li-Ion

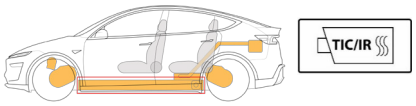
All high voltage cables have ORANGE INSULATION.

Coolant is blue or orange.

Never cut or open high voltage components or cables.

6. In Case of Fire





DO NOT SUBMERGE VEHICLE TO EXTINGUISH/COOL BATTERY FIRE

USE LARGE AMOUNTS OF WATER TO COOL THE BATTERY ENCLOSURE FROM THE BOTTOM OF THE VEHICLE

POSSIBLE BATTERY RE-IGNITION!

MONITOR HV BATTERY TEMPERATURE FOR AT LEAST 24 HOURS

7. In Case of Submersion

Treat a submerged Model Y Robotaxi like any other submerged vehicle. Wear appropriate PPE for water rescue. Remove the vehicle from the water and continue with normal high voltage disabling. Vehicles submerged in water should be handled with a greater potential risk of an HV battery fire. Raise the front of the vehicle approximately 30 cm (1 foot) to allow water to drain out of the vehicle and battery pack and then store the vehicle flat.

8. Towing / Transportation / Storage

Use a towing truck with flatbed.

NO towing with running traction wheels.

TIC/IR

HV BATTERY TEMPERATURE SHOULD BE CHECKED BEFORE TRANSPORT

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

To move the vehicle, request control of the vehicle from Tesla Robotaxi Support to briefly drive or move the vehicle to a safer location. Must be in uniform and prepared to show identification to the camera on the B-pillar of the Robotaxi vehicle to be granted access to the vehicle controls.

Ensure that the vehicle is in Neutral or Tow Mode before attempting to push the vehicle.

9. Important Additional Information

First responder information can be found at https://www.tesla.com/firstresponders. First responders and training officers who have questions, contact firstrespondersafety@tesla.com or RobotaxiFirstResponderSafety@tesla.com

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.

To check registration or insurance of the vehicle, contact Tesla Robotaxi First Responder Support.

10. Explanation of Pictograms

In some working environments, the Infrared (IR) device is referred to as a Thermal Image Camera (TIC).

Addendum: Tesla Robotaxi Support

First Responders with emergencies, call Tesla Robotaxi First Responder Support at (512) 276-5391. 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 vehicles involved.
- The location of the incident.

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

- Your name.
- Your agency.
- Your badge number or identification number.
- Longitude and latitude, or address, of the closure.
- Reason for closure.
- Your phone number.

Addendum: First Responder Interactions

Performing a Stop

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

1. Pull up behind the Model Y Robotaxi vehicle.
2. Turn on your sirens and emergency vehicle lights.
3. Stay behind the Model Y Robotaxi vehicle as Model Y 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 Robotaxi First Responder Support at (512) 276-5391.
   B. Approach the front "driver" window and speak directly via the on-board two-way communication system.
   C. Touch Support on the front or rear touchscreen to manually initiate two-way communication.
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 2: Immobilization on page 2.
7. (If needed) Move the vehicle. Immobilize the vehicle again after moving.

Responding to an Incident

When responding to an incident involving a Model Y Robotaxi, such as a collision:

1. Pull up behind the Model Y Robotaxi vehicle.
2. Turn on your emergency vehicle lights. Ensure that you see Model Y Robotaxi rapidly flash hazard lights, signifying that Autonomous Mode is disengaged.
3. Establish communications with Tesla Robotaxi Support.
   A. Call Tesla Robotaxi First Responder Support at (512) 276-5391.
   B. Approach the front "driver" window and speak directly via the on-board two-way communication system.
   C. Touch Support on the front or rear touchscreen to manually initiate two-way communication.
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 2: Immobilization on page 2.
6. (If needed) Cut the First Responder Loop to disable the vehicle. See Chapter 3: Disable direct hazards on page 2.
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 Model Y 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.