Cruise AV First Responder Quick Reference

First action is always to contact Cruise at 888-662-7103

Call 888-662-7103 before interacting with the vehicle and provide:
• Reason for your call
• Vehicle ID
• Geographic location

An incident expert will receive the call and can:
• Connect to the AV and disengage it
• Unlock doors to provide AV cabin access
• Provide status information about the AV
• Share field support representative ETA

Look for the first responder display
Located on in-car tablets - if visible, it means:
• AV is disengaged and safe for approach
• Field support representative is on the way

If you do NOT see display: call 888-662-7103

High voltage & airbag disconnect procedure - do not cut any orange high voltage cables

1. Open the Rear Liftgate
   Use the touchpad above the license plate or manually actuate the latch to the right of the plate

2. Remove the Access Cover
   Located on the left side of the compartment.

3. Double Cut the Low-Voltage Cable
   Cut on both sides of the yellow tape.

4. Remove the Cut Cable Section
   This will disable the airbags and high voltage. Wait at least 10 seconds for airbag reserve energy to dissipate and at least 1 minute for high-voltage energy to discharge.

Cruise AV ID can be found on:
The top corners of the vehicle

Contacts:
Non-urgent: email firstresponders@getcruise.com | Time sensitive: call 888-662-7103
Accessing Occupants

Power operation of doors:
Exterior: Press button at center of doors
Interior: Each door has a button to operate doors on that side, on the center pillar of the doors.

Manual operation doors:
From inside the vehicle, open the spring-loaded hatch on the rear sliding door to access the manual latch handle. Rotate the rear sliding door manual latch handle rearward to unlatch and open the rear sliding door. Press upward on the front sliding door latch lever to unlatch the door and slide forward to open.

High-voltage label location

Air bag & inflator locations