

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 →

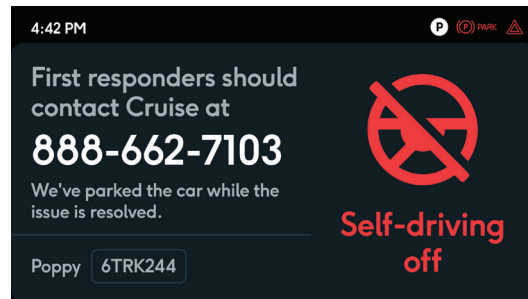
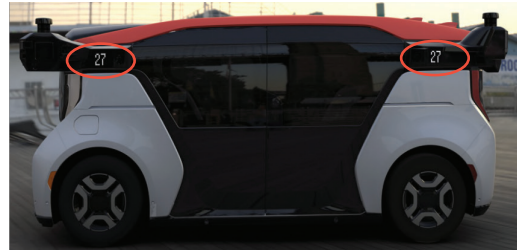
Located on in-car tablets - if visible, it means:

- AV is disengaged and safe for approach
- **Field support representative is on the way**

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

Cruise AV ID can be found on:

The top corners of the vehicle



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



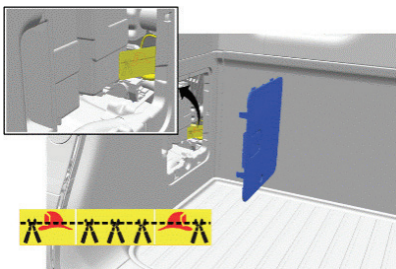
2 Remove the Access Cover

Located on the left side of the compartment.



3 Double Cut the Low-Voltage Cable

Cut on both sides of the yellow tape.



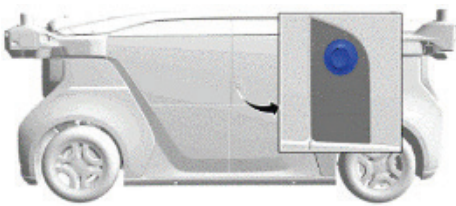
4 Remove the Cut Cable Section

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.

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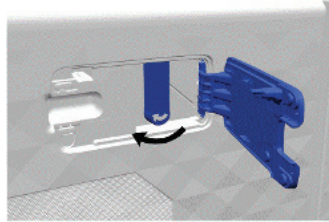
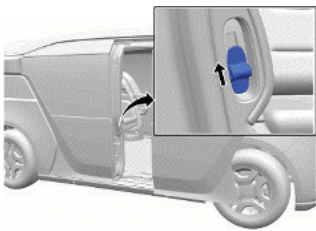
Accessing Occupants



Power operation of doors:

Exterior: Press button at center of doors

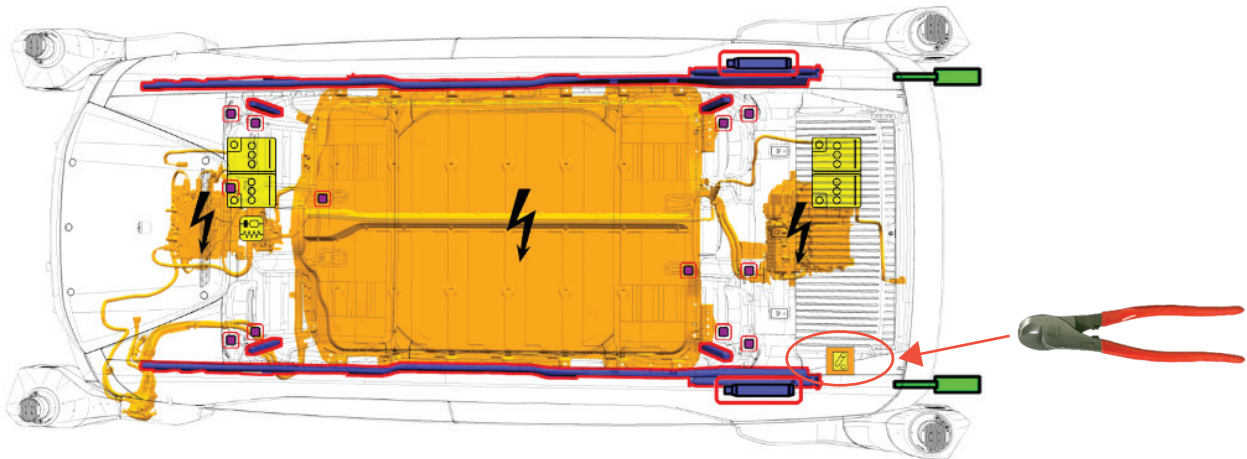
Interior: Each door has a button to operate doors on that side, on the center pillar of the doors.



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

