

# First Responders Cruise AV Interaction Protocol

## FAQs

### AV Interaction Protocol FAQs

Cruise regularly works with state and municipal public safety officers and hold training sessions with law enforcement and first responders. The following FAQs are meant to supplement training sessions and documents.

To learn more, please visit [getcruise.com/firstresponders](https://getcruise.com/firstresponders).

### Cruise Contacts

Emergency contact - call:  
**888-662-7103**

Non emergency - email:  
[firstresponders@getcruise.com](mailto:firstresponders@getcruise.com)

#### 1. Will there be a 24-hour policy contact line?

Yes. Law enforcement officers and first responders can reach Cruise by calling our critical response line: 888-662-7103. This line is staffed by Cruise team members to handle general inquiries, incidents, and emergencies. It is also the best line of communication to reach Cruise's Remote Assistance team before interacting with the AV.

#### 2. Will contact information be available in each vehicle?

Each Cruise AV is equipped with the vehicle registration, owner information, proof of insurance and other documents such as the AV testing permit, accident guide and additional towing information.

The AVTO can show you where it is located.

#### 3. If there is an emergency on-board the vehicle, can the vehicle notify the police or medical rescue remotely?

Yes. Each Cruise AV is equipped with OnStar emergency services. Through its Automatic Crash Response service, OnStar can connect a trained Emergency Advisor to the AV.

#### 4. Does the vehicle have additional safety shutdown procedures to make sure the vehicle doesn't drive itself away while first responders are on the scene?

If the Cruise AV detects an incident, it will achieve a minimal risk condition and come to a stop. In addition, Cruise's Remote Assistance team monitors the AV fleet at all times during testing and can confirm the mode of the Cruise AV and disengage it into manual mode. Please call Cruise's critical response line to speak to a Remote Assistance Advisor before approaching or interacting with the AV.

#### 5. How do you confirm that the vehicle is in manual mode?

Our Remote Assistance Advisors can confirm the mode of the vehicle and can disengage the vehicle from autonomous mode to manual mode remotely.

To determine whether a Cruise AV is in autonomous mode or manual mode, public safety officials can look at the tablet in the center of the car's front panel. If autonomous mode is engaged, in the bottom right-hand corner, the circle with the AV inside will be filled as green. If autonomous mode is disengaged and the vehicle is in manual mode, the circle with the AV inside will appear as white.

#### 6. How can first responders gain access to the interior if it is locked?

The Cruise Remote Assistance team can facilitate first responders gaining access to the interior of the Cruise AV.

Please call them at 888-662-7103.

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#### 7. Where is the vehicle's HV battery, how many volts does it have, and should it be shut off?

The HV battery is located in the center of the vehicle, under the passenger compartment as indicated in the [First Responder High Voltage & Airbag Disconnect Procedure](#). Battery voltage is 350V. Performing the HV disable steps will turn off high voltage outside the battery. Regardless, orange cables should be treated as if they are powered - do not cut.

#### 10. Are there any flammable liquids that must be accounted for?

The AV poses no unique flammability concerns. Copious amounts of water should be used to help cool and extinguish in case of battery fire.

#### 8. Are there additional power lines or cables we need to be concerned with like in hybrids or EVs that may present a safety issue when cutting into the vehicle?

All high voltage cables are indicated by an orange color and are also found in the [First Responder High Voltage & Airbag Disconnect Procedure](#).

#### 11. How are the vehicle's sensors impacted by weather?

The Cruise AV is designed and built to properly recognize and respond to changing weather conditions. When the Cruise AV detects rapid or abnormal changes in weather conditions, it may adjust how it operates to accommodate the weather and how other road users are behaving, like when traffic slows in light rain.

The Cruise AV also does not operate outside of a set of environments and conditions, which means that the Cruise AV will not drive in weather that falls outside of pre-established operational design domain conditions.

#### 9. Are there additional power sources for the vehicle computer and electronics beyond the standard vehicle battery system?

In addition to the high voltage battery, two 12V lithium ion batteries power the AV. Cutting the cut point as indicated in the [First Responder High Voltage & Airbag Disconnect Procedure](#) will disconnect power to the airbags and open the high voltage contactors.

#### 12. What is the stolen vehicle protocol?

Cruise's Remote Assistance team is specially trained to monitor the AV fleet in real time, at all times and can work with OnStar to resolve any situation of unauthorized use.

If officials have questions about any Cruise AV, please contact Cruise's critical response line: 888-662-7103.

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