

EMERGENCY RESPONSE GUIDE

INFORMATION FOR EMERGENCY RESPONDERS FOR
AUTONOMOUS ZOOX ROBOTAXIS

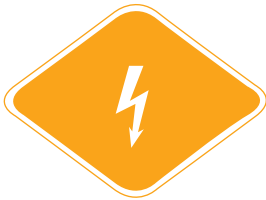


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Emergency Response Guide Summary

The Emergency Response Guide is intended for use by all emergency responders in the jurisdictions where Zook operates the Zook robotaxi. This Guide provides safety information and suggested best practices on how to safely interact with a Zook electric robotaxi in the event of an emergency.

This document outlines suggested practices for emergency responder interaction with the following:

- **Zook Remote Operators:** Remote support for riders, the Zook electric robotaxi, and emergency responders. Zook Remote Operators can disengage autonomy, can play prerecorded messages through the external audio system, and may be contacted via the door audio system.
- **Zook Support Team:** On-site support for law enforcement, emergency responders, vehicle transporters, etc. These representatives have the appropriate training and equipment to assist with towing the robotaxi and to disable autonomous mode, among other capabilities.
- **Riders:** Passengers in the robotaxi, who are **not** the appropriate point of contact for engaging with law enforcement, emergency responders, etc.

CONTACT ZOOK REMOTE OPERATORS

(833) 322-2277

Zook Remote Operators are available at all times that the robotaxi is in operation.

Before interacting with a Zook electric robotaxi, call Zook Remote Operators to confirm the robotaxi has safely stopped and autonomous mode is inactive. Zook Remote Operators may be contacted through the external door audio system on the robotaxi, in addition to the phone number provided in this Guide.

Have the following available at the time of the call with Zook Remote Operators:

- License Plate Number
- Location Information

For non-emergencies or general questions, call (833) 322-2277 or email safety@zook.com.

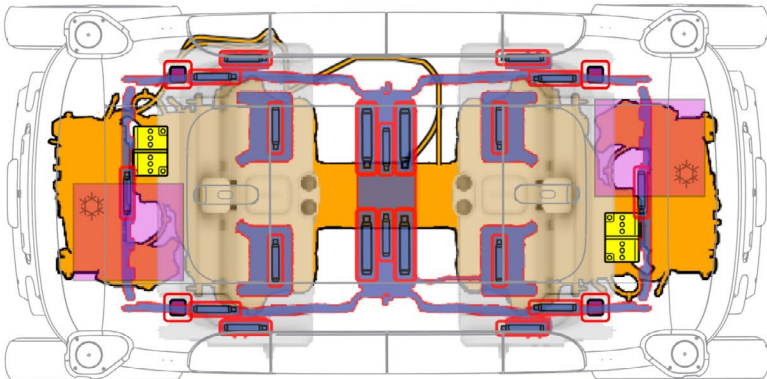
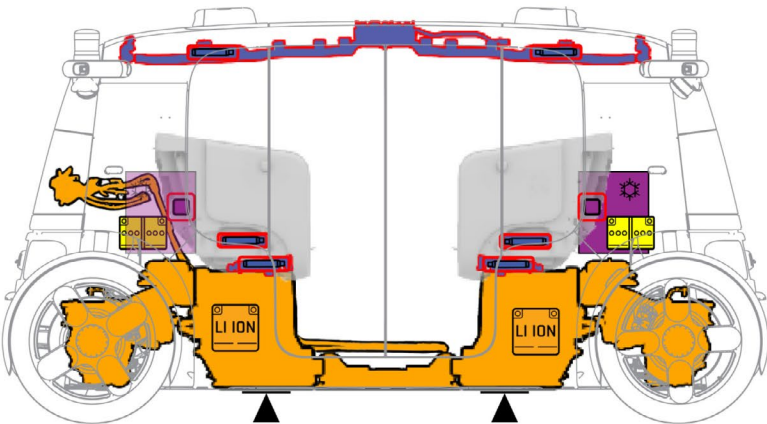
RECOMMENDATIONS FOR EMERGENCY RESPONDER TOOLS

In emergency situations related to a Zook robotaxi, the following tools are recommended:

- Halligan Bar
 - Hydraulic Cutter
 - Hydraulic Spreader
 - Insulated Cable Cutter
 - Insulated Gloves
 - Metal Circular Saw
- Personal Protective Equipment (PPE)
 - Rescue Stabilization Jacks
 - Self-contained Breathing Apparatus (SCBA)
 - Shatter Hammer
 - Thermal Imaging Camera (TIC) or Infrared (IR)
 - Wheel Chocks or Cribbing

		DANGER HV HAZARD • Always assume the High Voltage (HV) system in the Zook robotaxi is energized • During a fire, beware of pressurized components that could fail, rupture, or suddenly release • Specific equipment may be required for certain steel components
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O. RESCUE SHEET

ZOOX		Zoox From 2024-							
									
									
									
	Airbag		Stored gas inflator		Seat belt pretensioner		Carbon structure		High strength zone
	High Voltage battery pack		High Voltage power cable		High Voltage component		High Voltage ultra-capacitor		
	Low voltage battery		Low voltage ultra-capacitor		Lifting point		Air conditioning component		
Contact Zoox: (833) 322-2277 safety@zoox.com ©2025 Zoox, Inc. Proprietary. All Rights Reserved. Printed Copies are Uncontrolled.		ID no.	Version No.		Version Date		Page No.		
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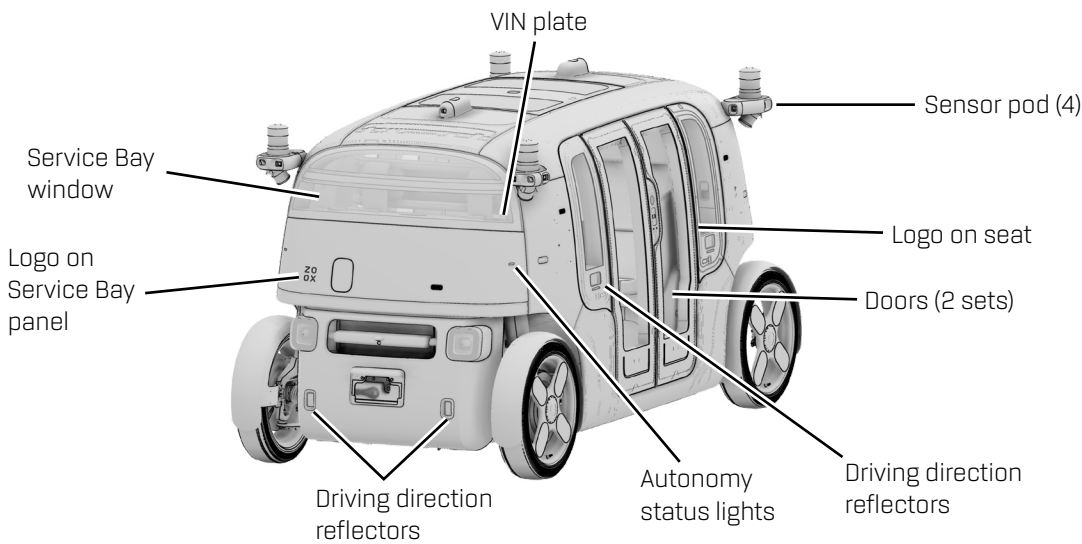
1. IDENTIFICATION / RECOGNITION

IDENTIFY ZOOX ELECTRIC ROBOTAXIS

Zoox robotaxis are symmetrical. Unlike conventional human-driven cars, the front and rear look identical. The robotaxis are all-electric, autonomous passenger vehicles. They are road-ready and meet all applicable state and federal laws. The illustration below helps identify an electric and autonomous Zoox robotaxi:

Features

- Capability to reverse path of travel without turning around
- Sensor pods on each quarter of the body
- Robotaxi doors on each side of the body
- No steering wheel
- Two carriage-style seats with capacity for up to four riders
- Fully electric motor and propulsion
- Unique Zoox sounds when a rider interacts with the robotaxi
- Informational and instructional pre-recorded messages, played through the external audio system



NORTH AND SOUTH	SIDE
• Vehicle Identification Number (VIN): Bottom-right of the Service Bay window • Zoox logo: Left side of the Service Bay panel, facing the robotaxi • License plate: Affixed to the front and/or rear of the robotaxi • Driving direction reflectors: Below the tail lamps	• Zoox logo: To the right of the door, visible through the quarter glass window • Zoox logo: On the reflective surface of the wheel • Driving direction reflectors: At the bottom of the quarter glass window

1. IDENTIFICATION / RECOGNITION

ZOOX VEHICLE INFORMATION AND DOCUMENTS



The following documents can be found in a document clip, placed inside the Chargeport door. The Chargeport door can be unlocked remotely by Zook Remote Operators. If they are unable to assist, on-site Zook Support Team members will be able to unlock the Chargeport door:

- Vehicle Registration
- Proof of Insurance
- State Permit(s)
- Zook Contact Information and Business Cards

PROPULSION ENERGY SOURCE

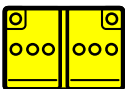


Electric Vehicle



High Voltage (HV) Battery (2):

- Lithium-ion
- 400V
- Located on the North and South side of the robotaxi beneath the rider seats.



Low Voltage (LV) Battery (2):

- Lead-Acid
- 12V
- Located on the North and South side of the robotaxi above the HV batteries.

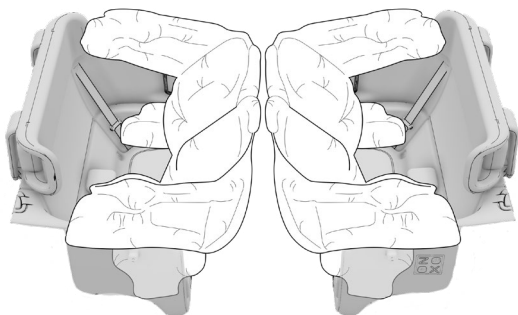
1. IDENTIFICATION / RECOGNITION

STATUS INDICATIONS

High Voltage (HV) Status Indications

Zoox robotaxis have the capability to indicate if HV is active or inactive. To determine if the HV system is on, approach the robotaxi and look for the following indicators:

- If **any** airbags are deployed, HV is inactive
- If airbags are undeployed, always assume that HV is active



- A secondary indicator is the Service Bay Indicator color:

ONLINE  - Green	Robotaxi is in autonomous mode.	HV enabled
OFFLINE [OFF] - [none]	Robotaxi is not in autonomous mode.	HV off, LV on
OFFLINE  - Orange	Robotaxi is not in autonomous mode.	Charging
OFFLINE  - Purple	Robotaxi is not in autonomous mode.	HV on

NOTE:

- HV discharges to <60V in 5 seconds, post-airbag deployment
- HV has an internal energy reserve which allows it to retain charge **up to 2 minutes** after shutdown; Battery charge depletes to almost 0V (zero volts) after a maximum of 2 minutes
- The low voltage system maintains lights, audio/video communications, and powered door function for up to 5 minutes following a crash
- Remote Operators are notified if the vehicle has been involved in a collision. Some minor contact with the vehicle, such as grazing or contact with small or soft objects, may not be detectable by the system.
- A prerecorded message may be playing through the external audio system

Autonomous Mode Status Indications

 IMPORTANT

Emergency responders cannot disable autonomous mode without the assistance of Zoox Remote Operators or appropriately trained and equipped on-site Zoox Support Team members.

Call: **(833) 322-2277**

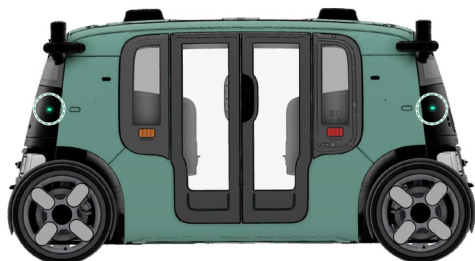
Have the following available at the time of the call:

- License Plate Number
- Location Information

1. IDENTIFICATION / RECOGNITION

Autonomous Mode is Active

Zoox robotaxis have service bay exterior light indicators to identify whether the robotaxi is in autonomous mode. The robotaxi is in autonomous mode if the service bay indicators are green, as depicted in the picture below.

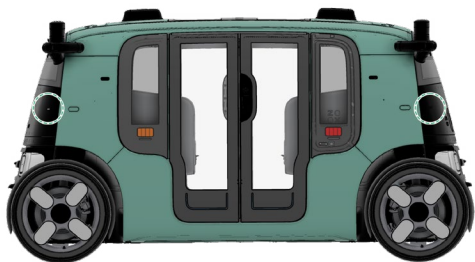


ONLINE  - Green

Robotaxi is in autonomous mode.

Autonomous Mode is Inactive

The robotaxi **IS NOT** in autonomous mode if service bay indicators are off (unlit), orange, or purple. **HV may be enabled.** An example of unlit service bay indicators is depicted below.



OFFLINE   

Off/Orange/Purple

Robotaxi is **NOT** in autonomous mode.

NOTE:

- In the event of a collision, autonomous mode is disabled
- A prerecorded message may be playing through the external audio system

Hazard lights

Hazard lights, or the outer half of each headlight (C-shaped) on both sides, may flash amber as a visual indicator of caution to other road users.



Front View



Rear View

NOTE: A prerecorded message may be playing through the external audio system

2. IMMOBILIZATION / STABILIZATION / LIFTING

VERIFY THE ROBOTAXI IS OFF

Zoox robotaxis are fully electric, which means there is not typical combustion engine noise. The robotaxi is **ON** if HV is active and **OFF** if HV is inactive. Additionally, there are 2 Low Voltage (LV) 12V DC batteries to support some robotaxi systems.

To determine if the robotaxi is ON or OFF:

- For a crash in which airbags have deployed, HV is disconnected pyrotechnically
- For a crash in which airbags have **NOT** deployed, HV must be disconnected by Zoox Remote Operators or on-site Zoox Support Team members
- The robotaxi does not disconnect LV after a crash. LV is only disabled after a crash as a result of physical damage or if the LV battery power drains completely

CHECK WHEELS

	WARNING
	• Automated rotating parts • Ensure the area near the wheels is free and clear of all personnel • Ensure no foreign objects or charging cables are in the way



IMPORTANT

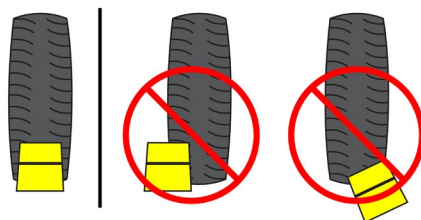
Considerations and safety best practices when using wheel chocks on a Zoox robotaxi:

- Use wheel chocks or cribbing in pairs
- Tire size: 185/60R22
- Tire type: 4x Radial

Zoox's recommended steps to safely and properly chock the wheels:

1. Place 2 chocks snugly in the front and back of a single tire tread.

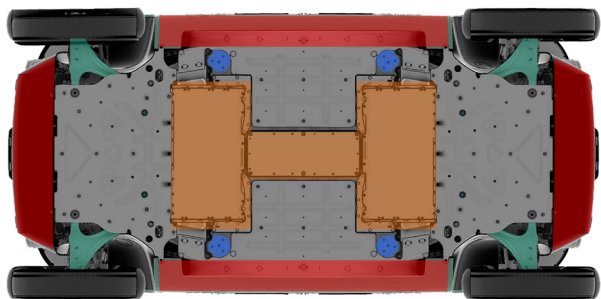
NOTE: Ensure the chock is centered and squared with the tire



2. Chock both of either the North or South wheels.

2. IMMOBILIZATION / STABILIZATION / LIFTING

STABILIZATION / LIFTING



	Not suitable for stabilization/recovery
	Stabilization/Lifting points
	Recovery/Towing points
	HV components

 		DANGER
		HV HAZARD • Be careful to not damage the HV battery pack when lifting the robotaxi • Do not stabilize or lift the robotaxi using the HV battery areas • Potential risk of fluid leaks • When lifting, ensure the robotaxi is clear of personnel, tools, and components

 IMPORTANT

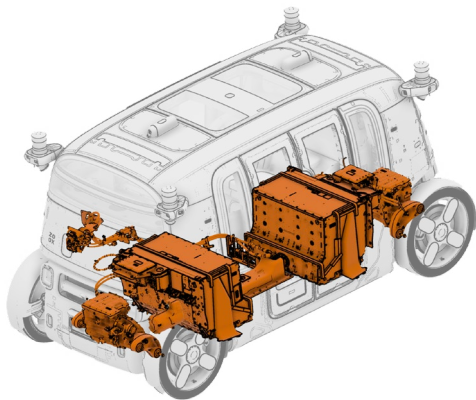
Considerations and safety best practices when stabilizing or lifting a Zook robotaxi:

- Wear PPE
- Insulated gloves
- Stabilization and vehicle jacks
- Safe lifting devices
- Wheel chocks or cribbing

Height	6 ft 5 in (1949mm)
Length	11 ft 11 in (3630 mm)
Width	5 ft 10 in (1774.2 mm)
Weight	5842 lbs (2650 kg)

3. DISABLE DIRECT HAZARDS / SAFETY REGULATIONS

HIGH VOLTAGE (HV) BATTERY POWER



		DANGER
		HV HAZARD • Interacting with HV is extremely dangerous and can result in serious injury or death • Always assume the HV system is energized • Risk of HV Electrocutation

IMPORTANT

THERE IS NO METHOD FOR EMERGENCY RESPONDERS TO DISABLE HV.

- Always use caution around HV
- Wear proper PPE

IF ANY AIRBAGS ARE DEPLOYED, HV WILL BE DISCONNECTED IN ≤5 SECONDS.

NOTE:

- Call Zoox Remote Operators: **(833) 322-2277**
- Have the location and license plate number available

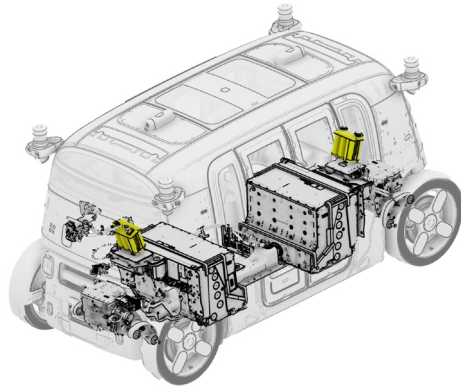
Zoox robotaxis have 2 separate but connected HV (400V DC Lithium-ion) batteries on the robotaxi (one per drive module) on each side of the robotaxi beneath the rider seats. Each HV component, including the HV battery, is connected to the drive module ground via Potential Equalization (PE) cables. The 2 HV batteries function as one battery. However, if one HV battery malfunctions due to a non-safety critical failure, the other HV battery continues to power all systems with no loss in robotaxi function. For any safety-critical failure of either battery, the robotaxi disables the HV system.

NOTE:

- In the event of a collision resulting in airbag deployment, Zoox robotaxis are equipped with 2 pyrotechnic fuses to disconnect power to the contactors in both HV batteries
- HV discharges to <60V in 5 seconds, post-airbag deployment
- HV has an internal energy reserve which allows it to retain charge up to 2 minutes after shutdown; Battery charge depletes to almost 0V (zero volts) after a maximum of 2 minutes

3. DISABLE DIRECT HAZARDS / SAFETY REGULATIONS

LOW VOLTAGE (LV) BATTERY POWER



	DANGER • Electric hazard when interacting with LV • Interacting with LV is dangerous and can result in serious injury, damage, or death • Chemical hazards may exist from the battery outgassing or exploding
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IMPORTANT

THERE IS NO METHOD FOR EMERGENCY RESPONDERS TO CUT 12V POWER.

The robotaxi does not disconnect LV after a crash. LV is only disabled after a crash as a result of physical damage or if the LV batteries drain completely.

NOTE:

- Call Zoox Remote Operators: **(833) 322-2277**
- Have the location and license plate number available

3. DISABLE DIRECT HAZARDS / SAFETY REGULATIONS

DISABLE AIRBAGS



DANGER

- The Airbag Control Unit (ACU) has an internal energy reserve which allows it to remain powered 1-2 minutes after loss of LV power
- Failure to follow ZOOX instructions can result in serious injury, damage, or death
- The ACU has a backup power supply and is powered as long as LV is energized



IMPORTANT

UNDEPLOYED AIRBAGS MAY BE PRESENT. THERE IS NO METHOD FOR EMERGENCY RESPONDERS TO DISABLE THE 12V AIRBAG SYSTEM.

Considerations for airbags in ZOOX robotaxis:

- If any airbags are deployed, HV is disabled
- Potential static electricity risk
- Do not come into contact with the airbag inflators
- Not all airbags deploy during a collision. Depending on the collision and the occupancy of the robotaxi, only certain airbags will deploy
- The ACU has backup power from the LV system

4. ACCESS TO THE OCCUPANTS

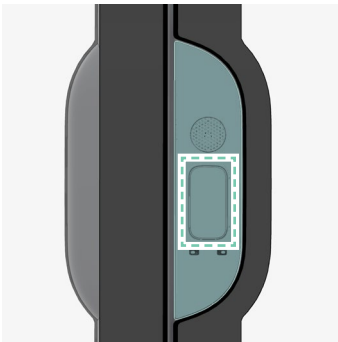
Extract Occupants

If a robotaxi has **not** been in a collision, there are three options to open the doors:

- 1. Occupants open doors via the in-cabin touchscreen.
- 2. Emergency responders use the door button to open doors.
- 3. Occupants or emergency responders contact Zook Remote Operators to open the doors.

If a robotaxi has been in a collision or is experiencing a system fault, the above options for door operation may not function as intended. Emergency responders can attempt to use the door button on either side of the robotaxi, or can break the quarterglass and actuate the Emergency Release handle to gain access to the occupants. A prerecorded message may be playing through the external audio system.

DOOR BUTTON STATUS INDICATIONS



COLOR	STATUS	INSTRUCTIONS
	Green: Door Access is Functional	Press the door button (shown in the image) once to open the doors.
	White HELP: Door Control Unavailable	Press the door button to contact Zook Remote Operators. This can also indicate there is a call active with Zook Remote Operators via the door audio system.
	Unlit: Door Control Unavailable	If the door button is unlit, door control is unavailable.
	Amber: The Door Function is Temporarily Stopped	Press the door button once. If the door button status turns green, function has returned. If the door button continues to show amber and the doors cannot be manually opened, refer to "Emergency Release handle" instructions.
	Red: Door Access is Not Functional	The doors cannot be opened from this side of the robotaxi. Try the doors on the opposite side of the robotaxi or refer to the "Emergency Release handle" instructions.

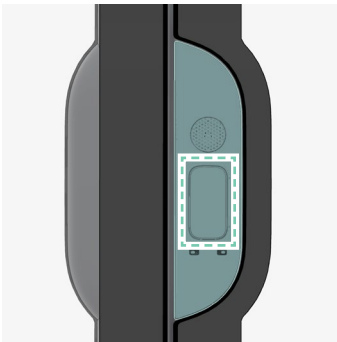
 IMPORTANT

- Powered door operation is maintained until the 12V batteries drain, approximately 5 minutes after a crash

4. ACCESS TO THE OCCUPANTS

- NOTE:**
- Ensure autonomous mode is deactivated by calling Zook Remote Operators at **(833) 322-2277**
 - Have the location and Zook license plate number available

Steps to Open the Doors with the Door Button:



1. Locate the door button (highlighted in the image above).
2. Press the door button once to open the doors.

NOTE: If the door button is red or amber, press the door button once to reset. The status changes to green. If it does not change and doors cannot be opened, follow the instructions for the "Emergency Release handle"

EMERGENCY RELEASE HANDLE



There are 2 release handles on opposite sides of the robotaxi rider cabin, one for each set of doors. When facing the door from the robotaxi exterior, the handle is on the right side.



- CAUTION**
- Be careful when breaking glass, as sharp shards of glass may pierce the skin
 - Wear PPE

4. ACCESS TO THE OCCUPANTS

⚠ IMPORTANT

- The doors require force to open manually. If possible, the door should be pulled at the bottom for maximum efficiency
- If airbags are deployed due to a collision, graphics on the airbags show the location and operation of the Emergency Release handle
- In a crash, a flashing red light across from the Emergency Release handle will illuminate the location of the handle
- A prerecorded message may be playing through the external audio system

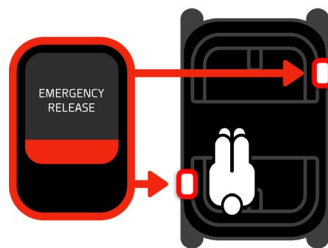
NOTE:

- Ensure autonomous mode is deactivated by calling Zoxx Remote Operators at **(833) 322-2277**
- Have the location and Zoxx license plate number available

Steps to use the Emergency Release Handle:

Occupants can actuate the Emergency Release handle to open the door. If the handle cannot be actuated by the cabin occupants, emergency responders can break glass from the exterior of the robotaxi to access the Emergency Release handle. If a crash has occurred, a flashing red light across from the Emergency Release handle will illuminate the location of the handle. A prerecorded message may be playing through the external audio system.

1. Two Emergency Release handles are available, one on either side of the robotaxi rider cabin.



2. Pull the Emergency Release handle to a 90 degree angle to release the door latch. The door latches release and if power remains, the system attempts to open automatically. Step back from the robotaxi as the doors open. If no power remains, the handle will need to be held in the pulled-up position while the right-side door is opened manually.

4. ACCESS TO THE OCCUPANTS

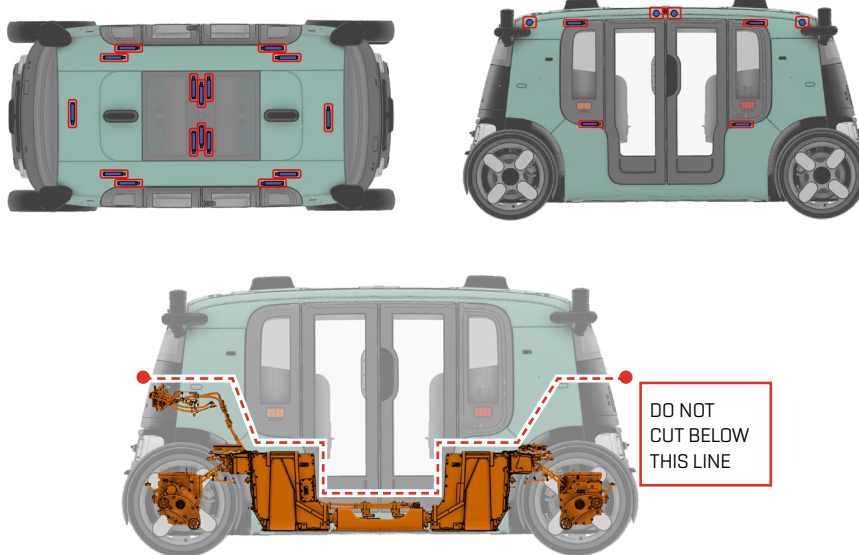
NOTE: In the event of a crash that resulted in "Horseshoe Airbags" deployment, a flashing red light illuminates the Emergency Release handle position and graphics on the outward-facing side of the airbags show its location and operation. The graphic is only visible through the quarter panel glass (i.e. the glass next to the Release Handle - see image below)



CUT AND NO CUT ZONES

Primary extrication access is side door removal.

Secondary extrication access is roof panel removal.



4. ACCESS TO THE OCCUPANTS

		DANGER HV HAZARD • Cutting into the No Cut Zones may cause severe injury, damage, or death • Risk of HV electrocution: HV system components contain lithium-ion battery packs, HV cables (up to 400V DC), traditional vehicle batteries (12V DC), triggering devices, and compressed gas • HV system components are located beneath the rider seats and floor
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	WARNING • Damage to the No Cut Zones may discharge harmful gases and fluids • Potential risk of fluid leaks
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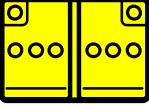
 IMPORTANT

DO NOT CUT OR DAMAGE THE NO CUT ZONES

Considerations and safety best practices when approaching Zook robotaxis:

- Airbag gas inflators are located in the roof and under the rider seats
- Wear PPE
- Wear SCBA

5. STORED ENERGY / LIQUIDS / GASES / SOLIDS

	12V					
	400V					





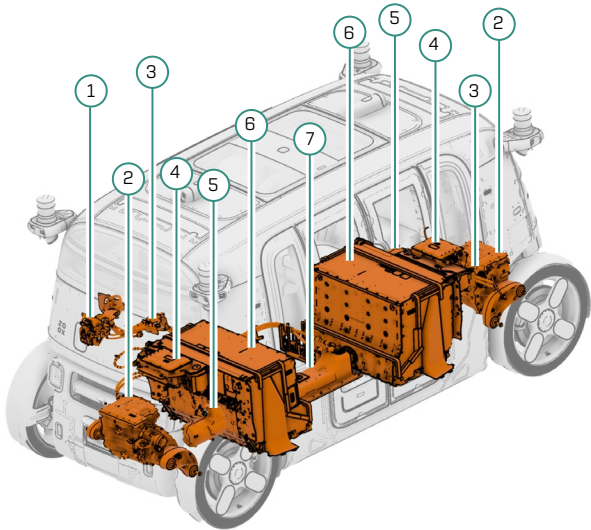
DANGER

HV HAZARD

- HV battery cells are sealed and do not have enough electrolyte to form a pool of liquid
- The batteries are cooled with pink coolant
- A clear fluid is most likely water
- Use a Thermal Imaging Camera or Infrared to monitor the battery temperature

HIGH VOLTAGE SYSTEM

The HV system is sub-assembled to the robotaxi chassis and 12V DC systems to form 2 integrated drive modules on the robotaxi. The HV system consists of the following components:



1. HV Vehicle Charge Inlet

2. Electric Drive Unit (EDU)

3. HV cables/harnesses

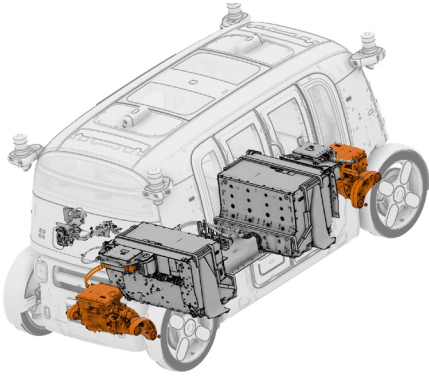
4. DC-DC Converter
5. Air Conditioning (AC) Compressor

6. High Voltage (HV) Battery

7. HV Battery Interconnect

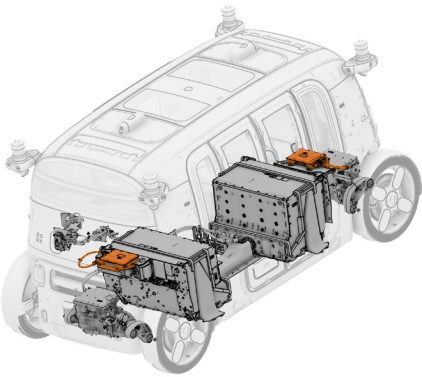
5. STORED ENERGY / LIQUIDS / GASES / SOLIDS

Electric Drive Unit (EDU)



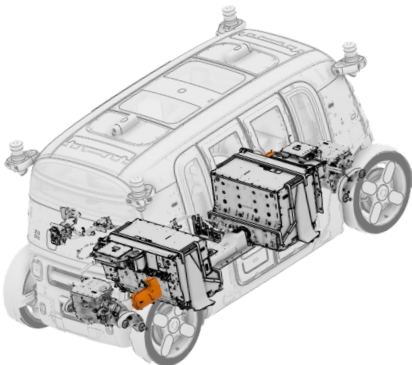
2 EDUs, 1 for each drive module, provide the torque to accelerate and decelerate the robotaxi. Each EDU is connected to the nearest HV battery through an HV cable.

DC-DC Converter



There are 2 DC-DC Converters that are located on top of each HV battery. They are liquid-cooled devices that convert 400V DC power to 12V DC LV power through an HV cable connected to the HV battery.

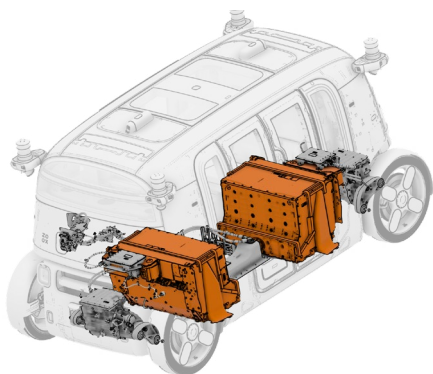
Air Conditioning (AC) Compressor



The AC Compressor is powered by the HV system. Zoox robotaxis have 2 AC compressors on the robotaxi, 1 within each drive module. Within their respective drive module, they are connected to the HV battery through an HV cable.

5. STORED ENERGY / LIQUIDS / GASES / SOLIDS

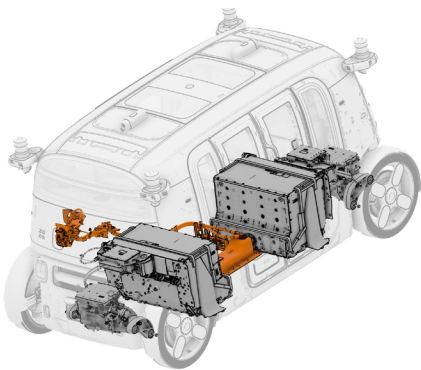
High Voltage (HV) Battery



Zoox robotaxis use a self-contained 400V DC lithium-ion HV battery. There are 2 separate but connected HV batteries on the robotaxi (1 per drive module) on each side beneath the rider seats. Each HV component, including the HV battery is connected to the drive module ground via Potential Equalization (PE) cables. If 1 HV battery experiences a non-safety-critical failure, the other HV battery continues to power all systems with no loss in robotaxi function. For safety-critical failures of either battery, the HV system is disabled. The robotaxi HV system consists of HV Battery, AC Compressor, DC-DC Converter, EDU, and HV Battery Interconnect, all connected through HV cables to form one parallel HV circuit. Each HV battery contains the following:

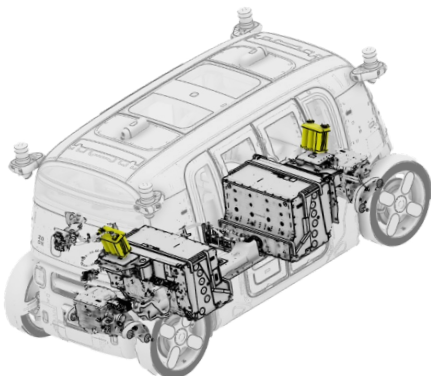
- 3456 Li-ion Battery Cells
- 6 Modules/Packs
- 1 High Voltage Junction Box
- 1 Outer Enclosure
- 2 Potential Equalization (PE) cables

HV Battery Interconnect & Charge Inlet



The HV Battery Interconnect is located on the underside of the Zoox robotaxi. It charges the robotaxi by connecting to both the HV batteries and pairing them with the HV Vehicle Charge Inlet to an external charger.

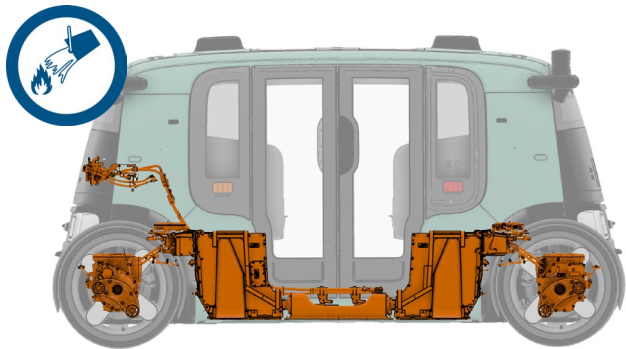
LOW VOLTAGE SYSTEM



Zoox robotaxis have two 12V DC batteries that manage the doors, touchscreens, interior and exterior lights, airbags, seatbelts, seat restraint system, and in-cabin camera. Following a crash where HV is disabled, the low voltage system provides power to the audio link with Zoox Remote Operators, interior camera, lights, and door functions for up to 5 minutes.

6. IN CASE OF FIRE

EXTINGUISH A ROBOTAXI FIRE



	DANGER 400 VOLTS DC HIGH VOLTAGE - ONLY QUALIFIED PERSONS TO MOVE OR ALTER EQUIPMENT	DANGER HV HAZARD • Interacting with HV is extremely dangerous and may result in injury or death • Inflammable, flammable and toxic materials from the leaked battery may enter the rider cabin or ignite the robotaxi • Battery re-ignition may occur • Using water to extinguish a robotaxi fire may result in a chemical reaction that may burn the skin if contact with the fluid is made • Fire can compromise robotaxi components (airbags, inflation cylinders, gas struts, etc.) and may cause inflation cylinder explosions
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 IMPORTANT

Safety best practices for Zook robotaxi fires involve defensive firefighting and environmental management to minimize risk. Fire extinguishing should only be conducted by firefighters or fire safety-trained persons.

When approaching a robotaxi fire:

- Wear Personal Protective Equipment (PPE)
- Wear Self-Contained Breathing Apparatus (SCBA)
- Use insulated tools for extinguishing fire
- Foam does not extinguish a battery fire

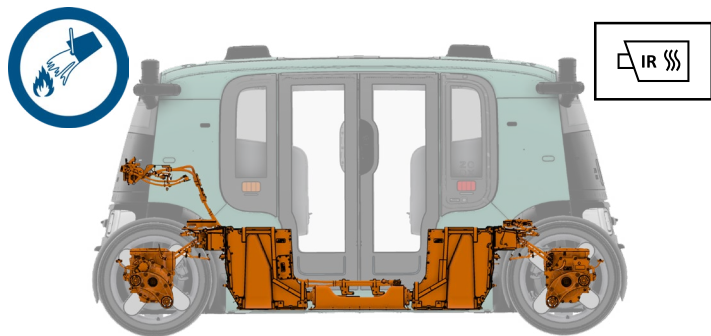
NOTE

- Always assume the HV is energized
- If any airbags are deployed, HV will be disconnected in ≤5 seconds
- Zook Remote Operators have access to active battery diagnostics on the robotaxi
- Ensure autonomous mode is deactivated by contacting Zook Remote Operators at (833) 322-2277
- Have the location and license plate number available

6. IN CASE OF FIRE

Steps to extinguish a robotaxi/battery fire:

- 1. Apply constant and copious amounts of water (as high as 40,000 gallons) onto the HV batteries until risk to the surrounding environment is contained.



NOTE:

- Only water keeps the battery from entering thermal runaway
- If water is not readily available, use CO2, dry chemicals, or other fire-extinguishing agents to suppress the fire until water is available

- 2.  Monitor the battery temperature using a Thermal Imaging Camera (TIC) or Infrared (IR) during the cooling process.

NOTE:

- Cool down the battery if it is $\geq 302^{\circ}\text{F}$ (150°C)
- Optimal ambient temperature of the battery is $\leq 131^{\circ}\text{F}$ (55°C)

- 3. Apply water directly to any exposed areas and continue to monitor the battery structure.

NOTE: Ensure the loose battery cells or modules are submerged in water for at least 24 hours

- 4. Advise second responders (vehicle transporters, etc.) of the risk of battery re-ignition.

Inhalation in Fire Situations

 	DANGER • Exposure to toxic vapors and gases may be released due to a battery fire and exposure to high heat levels, which include: • Cobalt • Copper • Lithium-ion • Nickel • Oxides of carbon • Sulfuric acid • Full PPE and SCBA must be worn while in contact or close proximity of the robotaxi. • Keep a safe distance while extinguishing an active battery fire with water. • Stay upwind to avoid inhalation of fumes or smoke.
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7. IN CASE OF SUBMERSION



DANGER

- Potential risk of an HV battery fire
- Damaged HV batteries may discharge harmful fumes and gases

 IMPORTANT

Considerations and safety best practices for a submerged Zook robotaxi:

- A submerged Zook robotaxi should only be extracted by trained safety personnel
- Wear PPE
- Towing the robotaxi on a flatbed truck or trailer is preferred
- If the robotaxi has been submerged or shows signs of damage or outgassing, do not charge

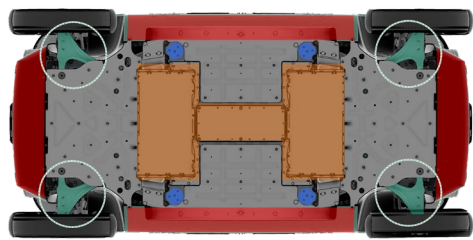
NOTE:

- *Always assume the HV is energized*
- *If any airbags are deployed, HV will be disconnected in ≤5 seconds*
- *Call Zook Remote Operators at (833) 322-2277*
- *Have the location and license plate number available*

Steps to recover a robotaxi submerged in water:

1. Install tow straps to the control arms at each wheel on one end of the robotaxi, as highlighted in green in the diagram.

NOTE: Towing the robotaxi from any areas other than those specified in the graphic may result in serious injury or damage to the robotaxi



	Not suitable for stabilization/recovery
	Stabilization/Lifting points
	Recovery/Towing points
	HV components

2. Attach and use winch cables to pull the robotaxi out of the water.
3. Allow the water to drain out of the robotaxi.
4. Monitor for any indications of HV damage.
 - Smoke, fire, and/or gas emissions
 - Cooling or heating temperature trends

7. IN CASE OF SUBMERSION

NOTE:

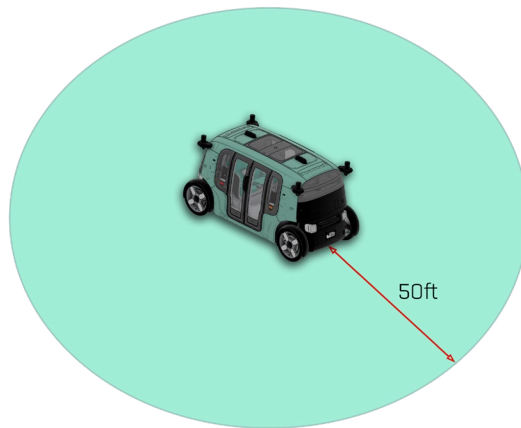
- If available, use a Thermal Imaging Camera or Infrared to monitor the battery temperature (the safe storage temperature of the battery is $\leq 131^{\circ}\text{F}$ [55°C])
- The above is not a complete list of HV damage indicators. Do not touch or move the damaged or submerged HV components, cables, etc.

5. If safe to proceed, load the robotaxi onto a flatbed tow truck.

NOTE: Do not tow a Zook robotaxi with the wheels on the ground due to a potential risk of robotaxi damage and/or compromise of the battery enclosure, which may result in a battery thermal event

6. Store the robotaxi at least 50 feet away from other vehicles, combustible materials, and/or structures. Use visual indicators or signage to identify the robotaxi as all-electric.

NOTE: Signage is available for printing in "Appendix A"



8. TOWING / TRANSPORTATION / STORAGE

TOW THE ROBOTAXI



WARNING

- Connecting the tow straps to areas other than specified may cause damage, serious injury, or death
- Due to the low profile, towing the robotaxi with the wheels on the ground may result in significant robotaxi damage
- Towing the robotaxi with the wheels on the ground may overheat the HV system and lead to a fire
- Using the chassis, frame, or suspension components to pull the robotaxi may result in damage to the robotaxi

IMPORTANT

- Before attempting to tow, ensure autonomous mode is deactivated. See "[Autonomous Mode Status Indications](#)"
- Towing the robotaxi on a flatbed truck or trailer is preferred
- Check overhead clearance limits. The Zook robotaxi dimensions:

Height	6 ft 5 in (1949mm)
Length	11 ft 11 in (3630 mm)
Width	5 ft 10 in (1774.2 mm)
Weight	5842 lbs (2650 kg)

- Be careful not to scrape the battery pack when loading or unloading the robotaxi. Excessive vertical forces on the bottom of the battery may cause internal damage, increasing risk of a battery thermal event

NOTE

- *In an emergency, push bumpers may be used to move the robotaxi, although this presents a risk of sensor damage*
- *To confirm that the robotaxi has safely stopped and autonomous mode is deactivated, contact Zook Remote Operators at (833) 322-2277*
- *Have the location and license plate number available*
- *Coordinate with Zook Remote Operators or the on-site Zook Support Team to tow the robotaxi*
- *A prerecorded message may be playing through the external audio system*

8. TOWING / TRANSPORTATION / STORAGE

If the robotaxi cannot be moved under its own power, the robotaxi must be towed. See instructions and important safety information below.

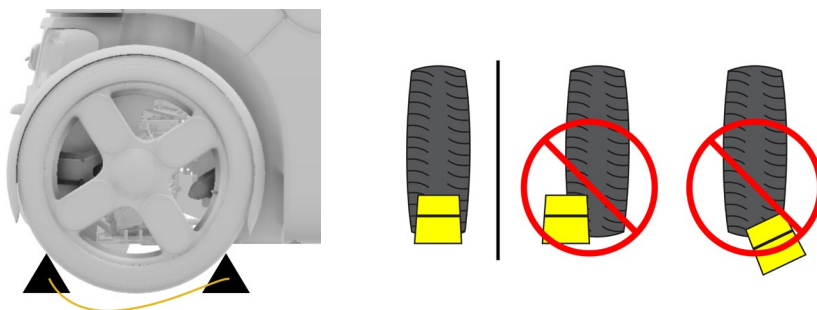
Steps to tow the robotaxi:

1. Before interacting with a Zook robotaxi, observe the service bay indicators to ensure autonomous mode is inactive and EPBs are applied. Ensure the robotaxi is off. See ["Autonomous Mode Status Indications"](#).

NOTE:

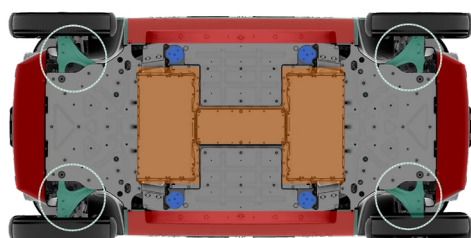
- Contact Zook Remote Operators [(833) 322-2277] to confirm the robotaxi has safely stopped and autonomous mode is inactive
- A prerecorded message may be playing through the external audio system

2. Install wheel chocks under 2 wheels to prevent the robotaxi from rolling away.



3. Install tow straps to the control arms at each wheel on one end of the robotaxi, as highlighted in green in the diagram.

NOTE: Towing the robotaxi from any areas other than those specified in the graphic may result in serious injury or damage to the robotaxi



■	Not suitable for stabilization/recovery
■	Stabilization/Lifting points
■	Recovery/Towing points
■	HV components

4. Align the bed of the truck with the Zook robotaxi so the robotaxi can be pulled straight onto the truck bed.
5. Attach winch cables to the tow straps. Activate the winch to remove slack in the tow straps.
Do not fully tighten.
6. Install wheel skates under all 4 tires and remove wheel chocks.

NOTE: There is no way for the on-site Zook Support Team to disengage the EPBs

7. Use winch cables to pull the robotaxi onto the flatbed of the tow truck.
8. Safely secure the robotaxi to the bed of the truck using the strap tie down method around the wheels. Once secure, release the tension from the winch cable and remove the wheel skates.

8. TOWING / TRANSPORTATION / STORAGE

NOTE: For enclosed trailers, the robotaxi can be further secured using wheel chocks if necessary

9. After offloading the robotaxi from the tow truck, chock the wheels.

STORE THE ROBOTAXI

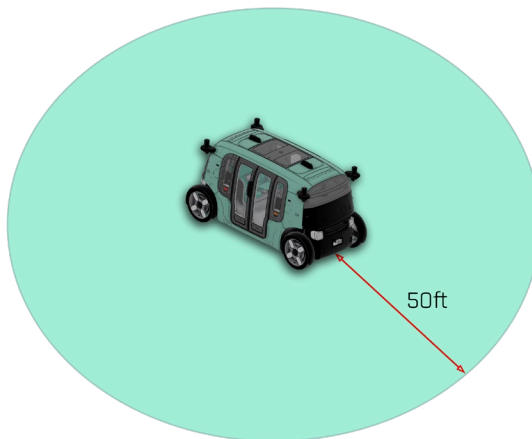
Zoox safety best practices and recommendations when storing a damaged Zoox electric robotaxi.

1. Use visual indicators or signage to identify the robotaxi as all-electric.

NOTE: Signage is available for printing in "Appendix A"



2. Store the robotaxi at least 50 feet away from other vehicles, combustible materials, and/or structures.



8. TOWING / TRANSPORTATION / STORAGE





DANGER

HV HAZARD

- Damage to HV components or battery may create an electrical safety hazard, resulting in severe injury or death
- Inflamed, flammable or toxic materials from the leaked battery may enter the passenger cabin or ignite the robotaxi
- Battery re-ignition may occur
- Fire can compromise robotaxi components (airbags, inflation cylinders, gas struts, etc.) and may cause inflation cylinder explosions

 IMPORTANT

- Store the robotaxi outside, at least 50 feet away from other vehicles, combustible materials, and/or structures
- Check overhead clearance limits. The Zook robotaxi dimensions:

Height	6 ft 5 in (1949mm)
Length	11 ft 11 in (3630 mm)
Width	5 ft 10 in (1774.2 mm)
Weight	5842 lbs (2650 kg)

- Be careful to not damage the battery pack when storing the robotaxi
- Ensure autonomous mode is inactive. See "Autonomous Mode Status Indications"

NOTE

- *Always assume the HV is energized*
- *If any airbags are deployed, HV will be disconnected in ≤5 seconds*
- *If necessary, confirm the robotaxi has safely stopped and autonomous mode is deactivated by contacting Zook Remote Operators at (833) 322-2277*
- *Have the location and license plate number available*

9. IMPORTANT ADDITIONAL INFORMATION

COLLISION RESPONSE AND ACTION



IMPORTANT

- The window adjacent to the Emergency Release handle is illuminated with a flashing red light
- If airbags are deployed, graphics on the horseshoe airbags show the location and operation of the Emergency Release handle. See "[Emergency Release handle](#)"
- After a collision, the doors may not function properly
- Post-collision, a prerecorded message may be announcing via the external speakers, that autonomy is disabled
- If there is no on-site Zook Support Team, call Zook Remote Operators at **(833) 322-2277** and have the location and license plate number available

Zook robotaxis are capable of detecting that they have been involved in a collision. The robotaxi immediately notifies Zook Remote Operators and performs the following procedures:

- Safely stop
- Disconnect the HV if certain crash conditions are met
- Enable the EPB and service brakes
- Set Active Suspension to Passive
- Maintain exterior lights
- Turn on the hazard lights
- Unlock the Doors to allow door access
- Present the "Door Open" screen on the touchscreen
- Turn off HVAC

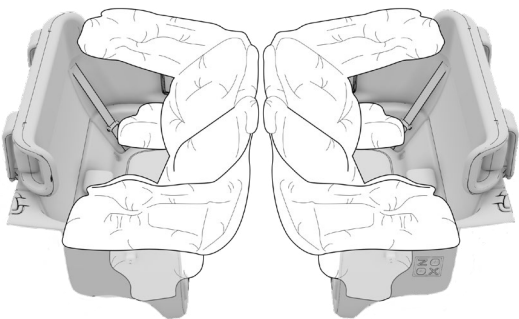
Zook Remote Operators remotely monitor the robotaxi in real time for any indications of safety risks or events. If circumstances warrant, Zook Remote Operators contact and work with emergency responders to resolve any incident or emergency scenario. A prerecorded message may be playing through the external audio system.

NOTE: Zook Support Team members may arrive at the scene of the robotaxi incident to provide support for law enforcement and emergency responders. They have a Zook badge

9. IMPORTANT ADDITIONAL INFORMATION

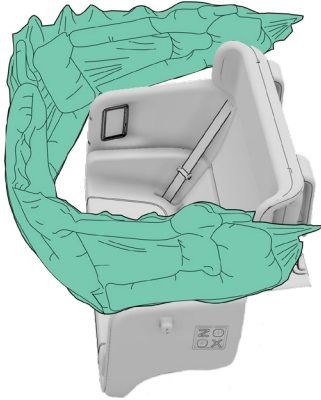
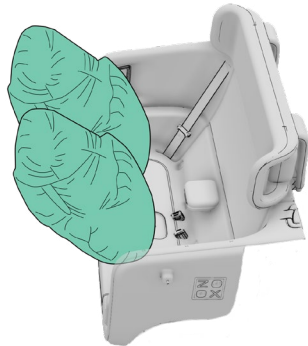
RESTRAINT SYSTEMS

Airbags

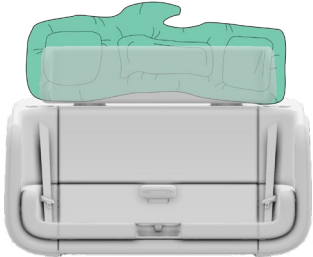
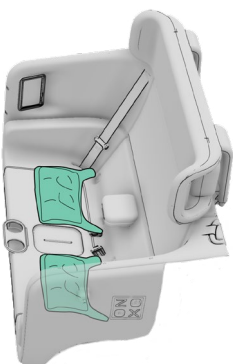


The airbags are managed by the Airbag Control Unit (ACU) and are uniquely designed to minimize injury potential in front, rear, side or rollover collisions.

Zoox robotaxis have five distinct types of airbags:

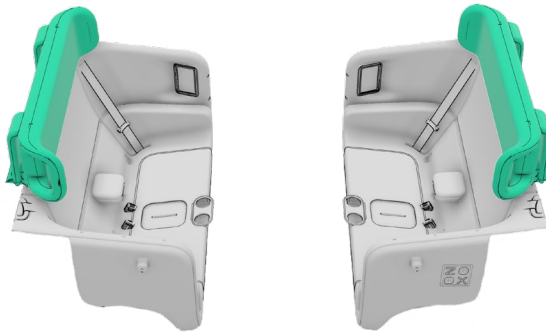
TYPE	LOCATION	FUNCTION
Horseshoe Airbags 	The horseshoe airbags (1 each driving direction) are located in and deploy from the ceiling in a U-shape or "horseshoe" shaped manner.	• Provide protection in a side crash • Minimize risk of ejection in rollover crashes • Provide a reaction surface for the frontal airbags in frontal crashes
Frontal Airbags 	The frontal airbags (1 in front of each seating position) are located in and deploy from the center roof bow area, dropping down in front of each seat.	Provide protection for forward facing occupants in a frontal crash.

9. IMPORTANT ADDITIONAL INFORMATION

TYPE	LOCATION	FUNCTION
Rear Airbags 	The rear airbags (1 each driving direction) are located in and deploy from the ceiling behind the head restraint.	Provide protection from debris entering the rider cabin.
Seat Side Airbag 	The seat side airbags (1 at each seating position) are located in and deploy from the passenger seat side panel.	Provide protection for the pelvis of the occupant in a side crash.
Seat Pan Airbag 	The seat pan airbags (1 at each seating position) are located in and deploy within the seat bottom cushion.	• Raise the front edge of the seat, which reduces the risk of the rider's body sliding in a forward-facing collision by holding them more securely in the seats • Deploys only on forward-facing seats in high-speed frontal collisions

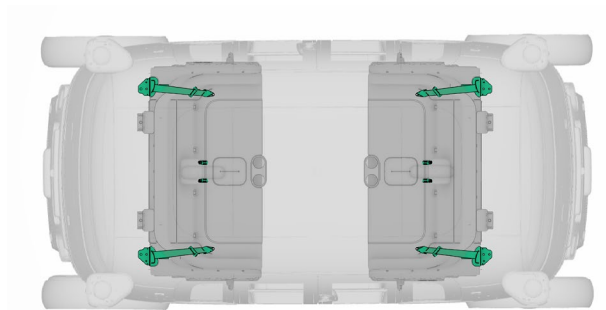
9. IMPORTANT ADDITIONAL INFORMATION

Head Restraint System



All of the 4 seating positions in the Zook robotaxi are equipped with integrated headrests. They are not removable nor adjustable.

Seatbelts



Zook robotaxis have a touchscreen for each seat that notifies riders to "fasten seatbelt," and do not operate until all riders have properly and securely buckled up. The robotaxis have a safety system that verifies appropriate seatbelt usage by riders with two inputs:

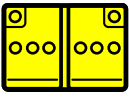
- **Sensors:** placed in the seats, used to detect a rider's presence
- **Switches:** situated in the seatbelt buckles to monitor whether the belts are fastened

If the automated driving system detects a potential or imminent collision, the seatbelt system proactively tensions the seatbelt webbing to bring occupants into the optimal position for airbag deployment and protection. This capability maximizes seatbelt safety performance for riders at all times.

Airbag Control Unit

The Airbag Control Unit (ACU) deploys individual seatbelt pretensioners. There are 4 seatbelt anchor pretensioners and 4 seatbelt retractor pretensioners, 1 at each seat.

10. EXPLANATION OF PICTOGRAMS USED

SYMBOL	EXPLANATION
	Electric Vehicle Propulsion
	Battery pack, high-voltage
	Airbag inflator/stored gas inflator
	Battery, low-voltage
	Warning, Electricity
	General warning sign
	Use thermal Infrared camera
	Break to obtain access
	Use water to extinguish the fire
	Gases under pressure
	Acute toxicity
	Flammable

10. EXPLANATION OF PICTOGRAMS USED

SYMBOL	EXPLANATION
	Explosive
	Corrosives
	Hazardous to the human health

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ELECTRIC VEHICLE



Electrical Hazard

Store the vehicle at least 50 feet away from other vehicles, combustible materials, and/or structures.



HV Battery