Rider Manual

ZOOX



Vehicle Overview

Zoox robotaxis are all-electric, autonomous passenger vehicles. They are designed specifically for autonomous ride hailing. They are symmetrical; unlike conventional human-driven cars, the front and rear look identical. A Zoox robotaxi is subject to an exemption from applicable Federal Motor Vehicle Safety Standards and may be a demonstration vehicle. The exemption relates to controls and equipment that a human driver needs. Zoox is exempt from having features such as a brake pedal and a physical switch to control turn signals and high beam headlights. The robotaxi also doesn't have standard human driver visibility aids such as windshield wipers, mirrors, sun visors, and a backup camera display. The exemption also allows us to use polycarbonate that meets the impact performance of a windshield but not the optical performance needed for a human driver. Finally, to provide accurate information to riders, we obtained this exemption so our airbag warning label can show where the airbags deploy in a Zoox robotaxi.

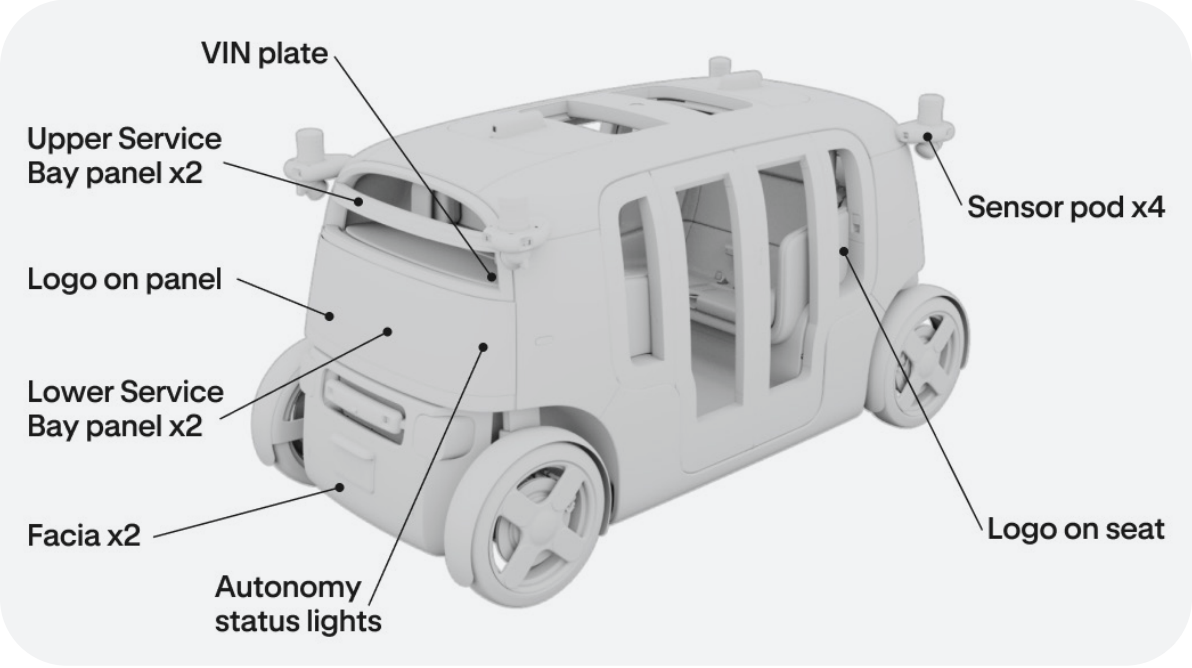
Vehicle Exterior

Features

- Unique form factor
- Capability to reverse path of travel without turning around
- Sensor pods on each corner of the body
- Four carriage-style rider seats
- Fully electric motor and propulsion
- Unique Zoox sounds when a rider interacts with the robotaxi

Identifying Markings

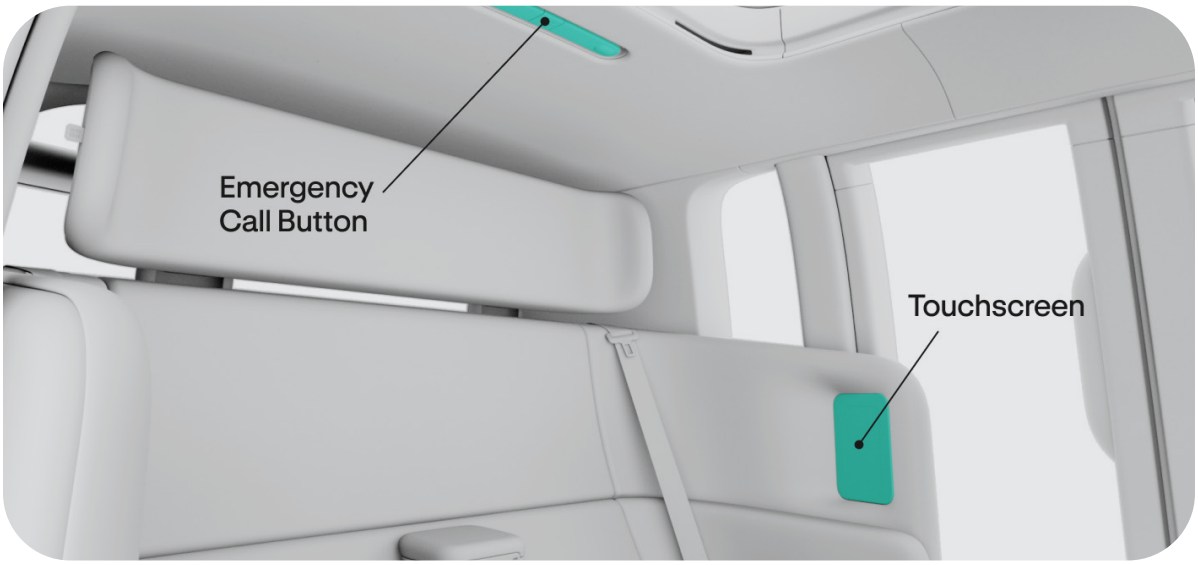
- Zoox logo on the left side (facing the robotaxi) of the service bay panel
- License plate affixed to the front and/or rear of the robotaxi
- Zoox logo on the right of the door, visible through the quarter glass

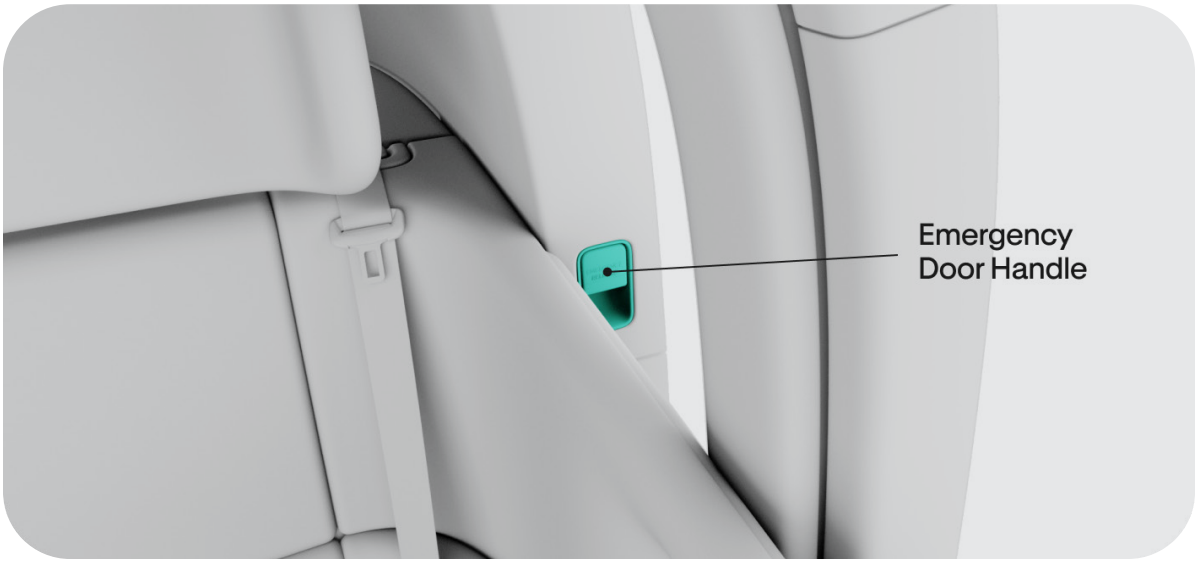


Vehicle Interior

Features

- Touchscreen located next to each designated seating position
- Emergency Call Button located above each row of seats
- Emergency Door Handle located next to each row of seats at opposite corners of the vehicle





Requesting a Ride

Rides may be requested with a mobile app or through onsite Zoox Concierge staff. Where offered, go to a pickup point and speak to a Concierge to set up your ride. For locations that use the app, use the app to request a ride to your desired drop-off point. Once your request is placed, it will queue your request, give you an estimated wait time, and match you with a robotaxi when it is available. The wait time provided by the app is an imprecise estimate at this time. Please wait in the designated pickup point until the app tells you your ride has arrived. Once your robotaxi has arrived, you can approach the robotaxi, open the doors, and hop in.

Entering the Vehicle

Once your robotaxi arrives, please wait for it to come to a complete stop, for all previous riders to exit, and for the doors to close (if they were opened) before approaching. Approaching the robotaxi too early may cause delays. Follow the directions from the Concierge or the app and wait for directions to enter the robotaxi.

Use caution when approaching and entering the robotaxi. For pickup and drop-off locations on roadways, the doors will only open on the curbside of the robotaxi. Do not attempt to open the doors on the traffic side.

Do not attempt to enter the robotaxi if the doors are closing. Entering while the doors are closing could result in contact with the doors, which might result in injury.

Check the door clearance height and watch your head when entering and exiting. Please be mindful of other riders' personal items that may be stowed on the floor.

NOTE Rearward-facing occupants face the rear of the vehicle relative to its direction of travel/ motion. Direction of travel may change during the course of the journey.

Safely Riding in the Robotaxi

Once inside the robotaxi, please find a seat and buckle your seatbelt securely over your shoulder, across your chest, and low around your hips. Stay seated with your seatbelt fastened until you reach your destination and the robotaxi has come to a complete stop.

Place any small personal items you brought into the robotaxi on the seat next to you, if unoccupied, or in the area between the seats if all seats are occupied. Store luggage or other belongings (like backpacks) on the floor of the robotaxi. There is enough room to store at least one piece of luggage for each rider.

Place luggage so it remains stationary during your ride. Do not stack your luggage or other belongings.

WARNING!

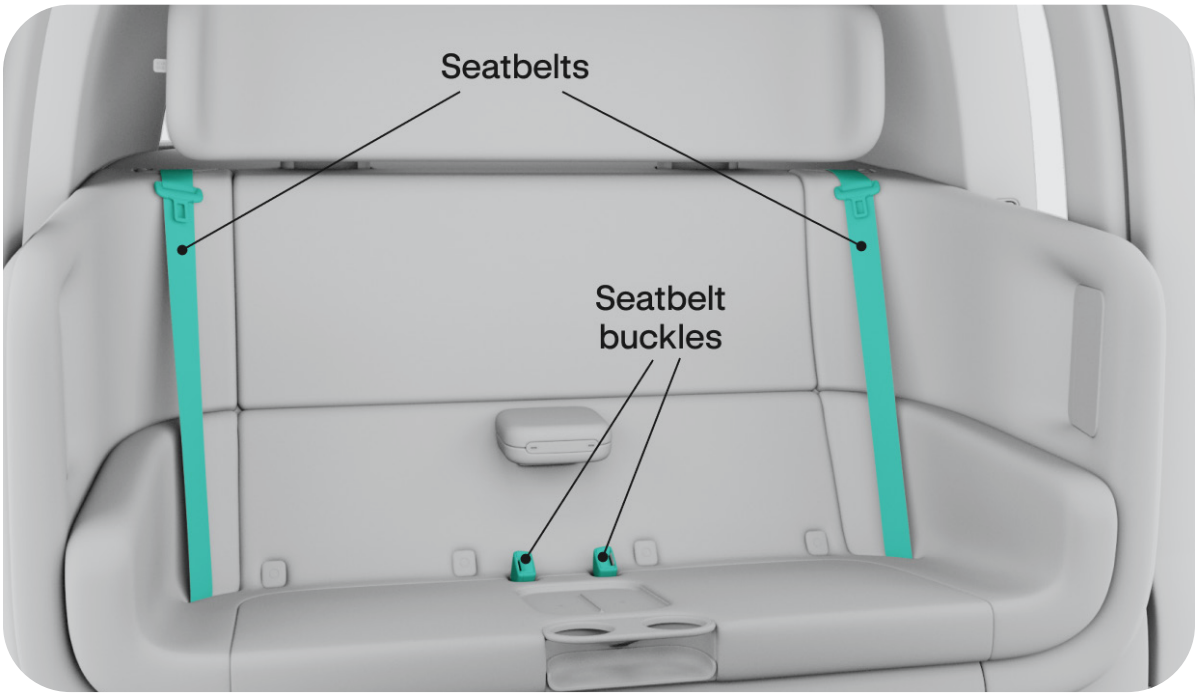
For your safety, luggage and objects should be placed so they are no more than 28 inches in height from the floor.

CAUTION

Use caution when carrying personal items on your lap — especially heavy or hard plastic or metal items — as they could cause injury in a crash.

Seatbelt System

Each seating position in the robotaxi is equipped with a seatbelt, as depicted below. Seatbelts are a critical component of the safe design and operation of our robotaxi. You must remain seated with your seatbelt fastened for the duration of the trip, including times when the robotaxi may not be in motion. Wearing a seatbelt at all times minimizes the risk of severe injury or death that may result from unexpected movement or a crash.



WARNING!

To reduce the risk of injury in the event of a crash or hard braking:

- Only one person should use each seatbelt
- Do not wear the shoulder belt under your arm
- Always wear the lap portion of your seatbelt low and snug across your hips

WARNING!

Remain seated with your seatbelt fastened until you reach your destination and the robotaxi comes to a complete stop. Unbuckling your seatbelt or getting up from your seat while the robotaxi is moving may result in injuries to yourself or to other passengers.

Passengers who are pregnant should position their lap belt as low as possible over the hips, extending the shoulder belt completely over the shoulder and avoiding belt contact with the rounding of the abdominal area.

WARNING!

An improperly worn seatbelt could result in death or serious injury of the pregnant passenger as well as the fetus in the event of sudden braking or crash.

Your ride will not start until you have buckled your seatbelt. If you unbuckle your seatbelt at any point during your ride, we will be notified and will remind you to buckle up. We may end the ride if seatbelts are still not properly buckled.

Touchscreens display a reminder to “Fasten seatbelt.” Touchscreens also display the seatbelt indicator. The information displayed is specific to the seat adjacent to that particular touchscreen.



Every seatbelt has an automatic motorized retractor, in addition to pyrotechnic features for crash performance. The motorized retractor removes seatbelt slack in response to an activation of the crash avoidance system. You may notice that the seatbelt pulls, creates tension, and locks snugly around your torso for up to 20 seconds. If the crash is avoided, the retractor will release the tension. If a crash occurs, the pyrotechnic features may be activated.

Riding With Children

Children ages 8 or older may accompany an adult on a Zoox robotaxi ride. **Children under the age of 8 are not allowed to ride.**

Parents or guardians are responsible for ensuring that children riding with them are safely and properly belted, using a child seat if necessary. We recommend that children age 8 and older use a high-back booster until they are 4’1” and a booster until they are 4’9” or taller.

When installing a booster seat, make sure to read the instructions that came with it, and install the seat accordingly. If the manufacturer recommends that the booster seat be secured with the LATCH system, this can be done as long as the booster seat can be positioned properly and there is no interference with the proper positioning of the lap-shoulder belt on the child.

On some Zoox vehicles, the lower anchor points for booster seats are located at the bottom of the seatback at each seating position (see the “Seatbelt System” diagram). In other Zoox vehicles, the lower anchor points location are identified by the symbol on the diagram below and can be accessed through the seam between the seat cushion and seatback.



Booster seats should be installed in the forward-facing row of the vehicle — this is the row that is facing the direction of travel at the pickup point.

WARNING!

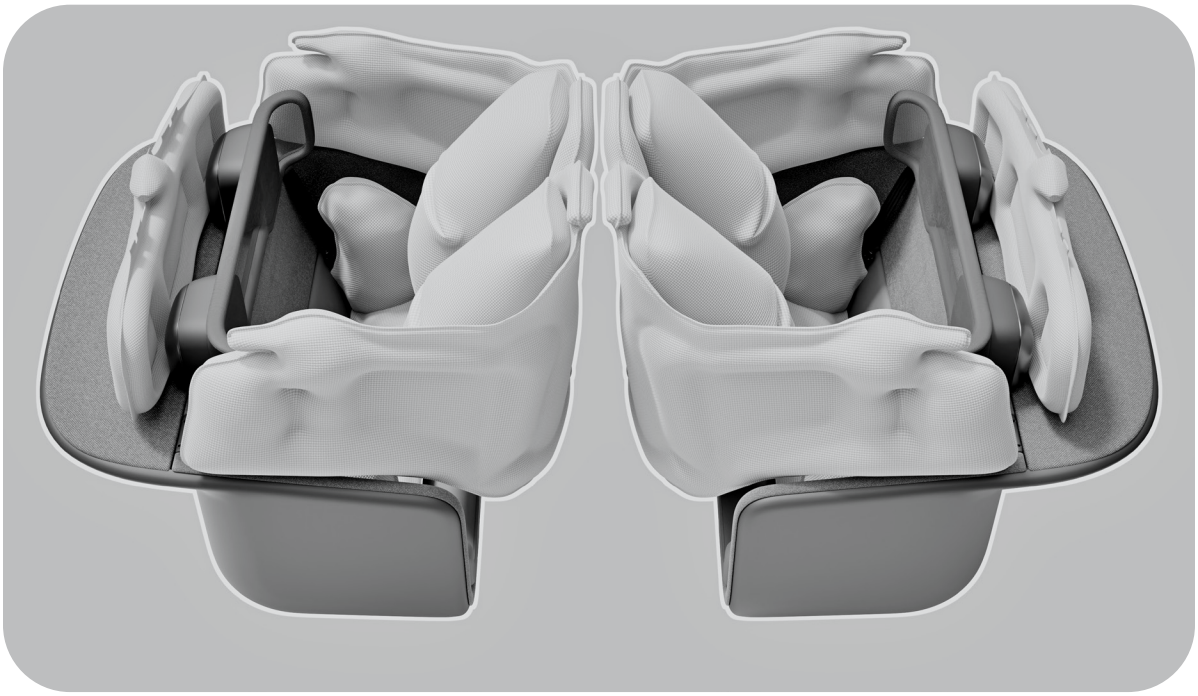
Children who are unrestrained or improperly restrained can be seriously injured or killed in a crash. Any child too small for a seat belt should be properly restrained in a child seat. A larger child should be properly restrained with a seat belt, using a booster seat if necessary.

WARNING!

Do not use LATCH/ISOFIX/i-Size anchors with child restraint systems or booster seats that have an integral safety belt where the combined weight of the child plus the child restraint system exceeds 65 lbs (29.5 kg).

Airbags (Supplemental Restraint System)

The robotaxi is equipped with an advanced airbag system that is designed to work with the seatbelt as part of the occupant restraint system. Supplementary airbags are not a substitute for seatbelts. All riders must wear seatbelts at all times.



WARNING!

To reduce the risk of injury in the event of a crash or hard braking:

- Do not lean against the side windows or doors
- Do not touch any of the airbag system components immediately after the airbags are deployed, as they may be hot for a short time

How The Airbags Work

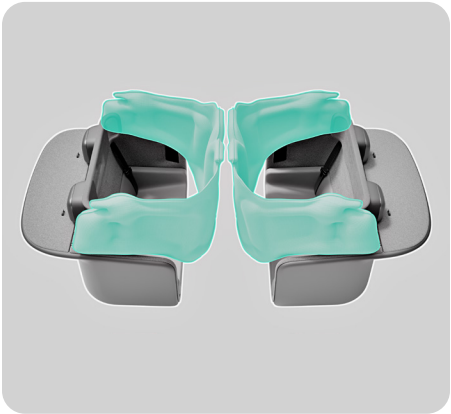
Airbags deploy in response to a signal communicated from the Airbag Control Unit (ACU). The ACU senses the severity and direction of the crash and determines which airbags should be deployed and at what time. The seatbelt buckle status and seat occupancy status also play a key role in the ACU decision about which airbags to deploy. Airbags deploy at high speed and may cause injury to riders, especially if not properly belted.

Airbag Locations

Horseshoe Airbags

Location

The horseshoe airbags (1x each driving direction) are located and deploy from the ceiling in a U-shape or “horseshoe” shaped manner.



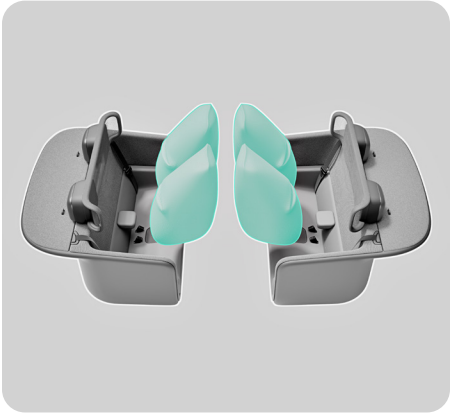
Function

- Provide protection in a side crash
- Minimize risk of ejection in rollover crashes
- Provide a reaction surface for frontal airbags

Frontal Airbags

Location

The frontal airbags (1x in front of each seating position) are located and deploy from the ceiling, dropping down in front of each seat.



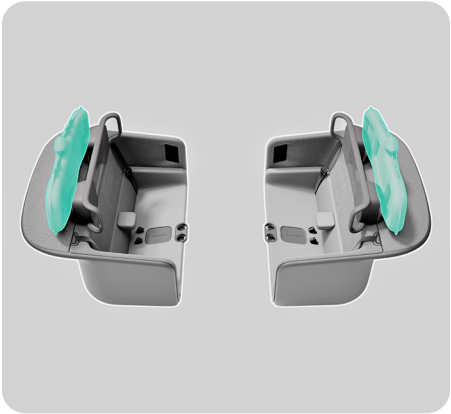
Function

- Provide protection in a frontal crash

Rear Airbags (if equipped)

Location

The rear airbags (1x each driving direction) are located and deploy from the ceiling behind the head restraint.



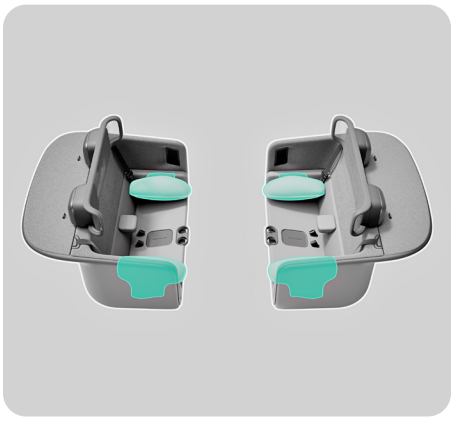
Function

- Provide protection from debris entering the occupant compartment

Seat Side Airbags (if equipped)

Location

The seat side airbags (1x at each seating position) are located in and deploy from the seat side panel.



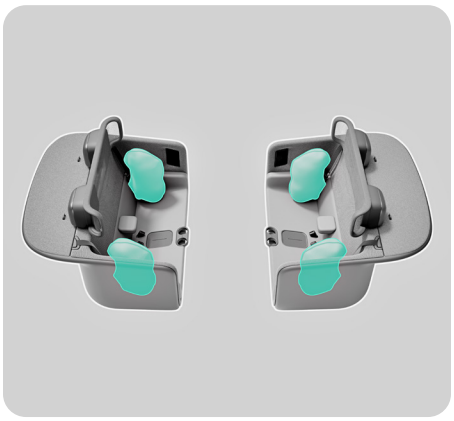
Function

- Provide protection for the pelvis of the occupant in a side crash

Side Airbags (if equipped)

Location

The seat side airbags (1x at each seating position) are located in and deploy from the seat side panel.



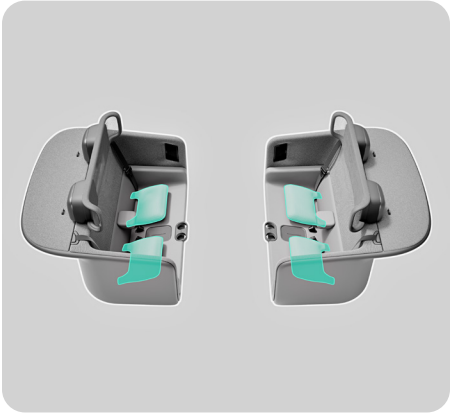
Function

- Provide protection for the pelvis of the occupant in a side crash

Seat Pan Airbag

Location

The seat pan airbags (1x each seating position) are located in and deploy within the seat bottom cushion.



Function

- 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
- Deploy only on forward-facing seats in high-speed frontal collision

Airbag Readiness Telltale

There is an airbag readiness indicator, or “telltale,” on the touchscreen adjacent to each seating position. When the vehicle is powered ON, the ACU continuously checks the airbag system for any malfunctions with airbag sensors, occupant detection system, airbag inflators, seatbelt pre-tensioners, wiring, or within the ACU.

If the airbag readiness telltale is illuminated, it indicates there may be an issue with the airbag system for that seating position, and you should select a different seating position and notify Zoox Support. If the telltale is illuminated for all seating positions, press the Emergency Call Button to request assistance.



Occupant Detection (if equipped)

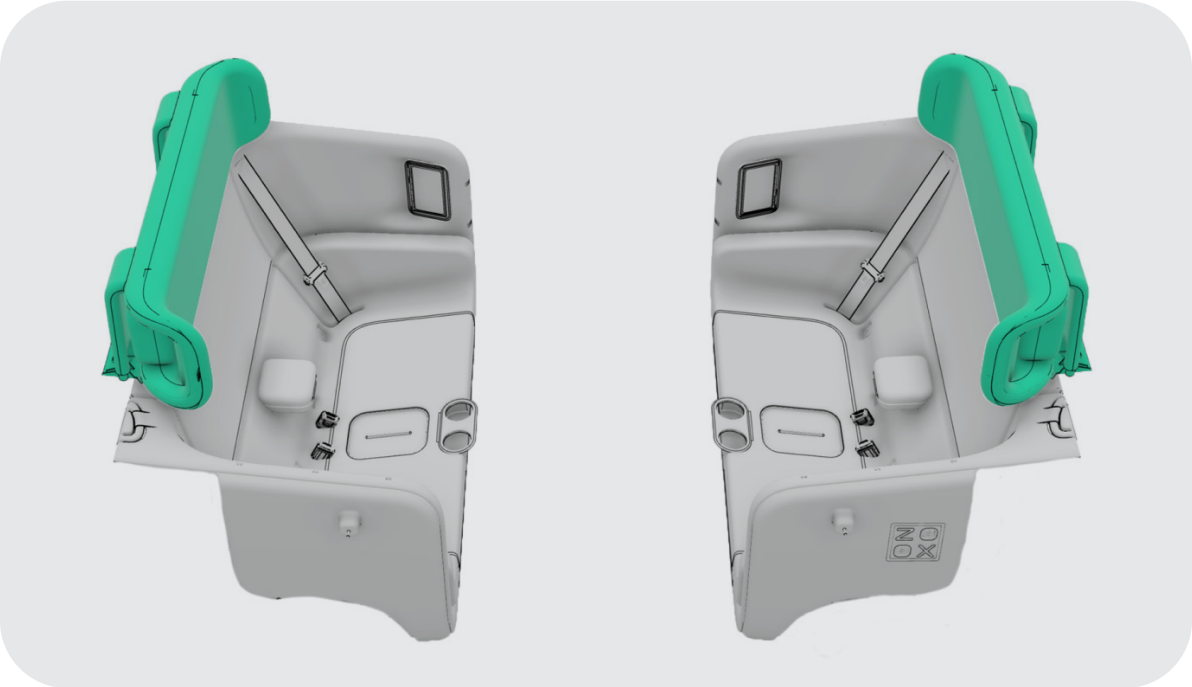
Each seating position is equipped with a weight sensor that helps to differentiate objects from adult-sized riders. When the frontal airbag is turned OFF, the PASSENGER AIRBAG OFF telltale illuminates on the touchscreen adjacent to the seating position. The illumination of the telltale indicates that the passenger airbag is turned OFF for that seat. An empty seat or a light bag on the seat may also illuminate the PASSENGER AIRBAG OFF telltale. Children and some very small adults may or may not turn ON the passenger airbag.



If the PASSENGER AIRBAG OFF telltale is illuminated at your seating position, and you are an adult-sized occupant, please check that you are centered in the seat, sitting upright with your seatbelt fastened. Check that the telltale extinguishes. If the telltale continues to be illuminated, it indicates there may be an issue with the airbag system for that seating position, and you should select a different seating position and notify Zoox Support. If the telltale is illuminated for all seating positions, press the Emergency Call Button to request assistance.

Head Restraint System

All four seating positions in the robotaxi are equipped with integrated head restraints. The head restraints are fixed in position, and are not adjustable or removable. The head restraints are designed to accommodate a range of seated rider heights.



Rider Convenience Features

Each seating position is equipped with a wireless charging pad, charging port, and cup holder.

CAUTION

Before you place your device on the wireless charging pad, remove any objects (coins, keys, metal objects, etc.) between the phone and charger, as well as any NFC cards (for example, credit cards or hotel key) placed on or behind the phone (like with integrated phone cases). Metal objects on the charging surface or attached to the phone may become hot while charging is active, and damage to NFC cards can occur when you charge the phone without first removing the card.

NOTE The wireless phone charger may not work if your phone case is too thick or is made of metal. Try removing the phone from its case before placing it on the charger.

CAUTION

Use caution when stowing items or hot drinks in cup holders. Items may become loose or spill during hard braking, acceleration, or crashes, and cause injury.

Starting Your Ride

Once the doors have closed and you are ready to start your ride, tap the START RIDE button on the rider screen.

NOTE Your ride will not begin until all passengers are properly seated and wearing their seatbelts.

During Your Ride

As a rider, it is critical you take responsibility for yourself and any guests, and you should not attempt to test the vehicle or the service during rides. Unauthorized testing of any aspect of the vehicle, Zoox's service, or otherwise, is expressly prohibited by the Terms of Service and may cause delays in service.

Zoox Support monitors in-cabin rider behavior, needs, and safety via live audio/video feeds, as needed.

If you encounter a law enforcement officer or first responder, please cooperate and follow their instructions.

Help and Safety

How to Request Help

Zoox Support is there to help make your trip a success. Don't hesitate to reach out with questions or concerns at any point during your trip. Zoox Support may be contacted via the touchscreen, by pressing the Emergency Call Button above your head in the robotaxi, or by using the app. Note that there may be a brief delay in establishing the call through the touchscreen or Emergency Call Button.

During your ride, you may also call or text Zoox Support directly at 1-888-477-5055. We recommend saving this phone number as a contact in your phone in case Zoox Support needs to reach you directly. Please note that all calls and text messages with Zoox Support are recorded, and the in-vehicle camera is recording at all times.

Touchscreen Call Button

Use the touchscreen located at each designated seating position to contact Zoox Support. To initiate the call, press the 'Help' button in the upper right corner. Then press the 'Call Zoox Support' button.



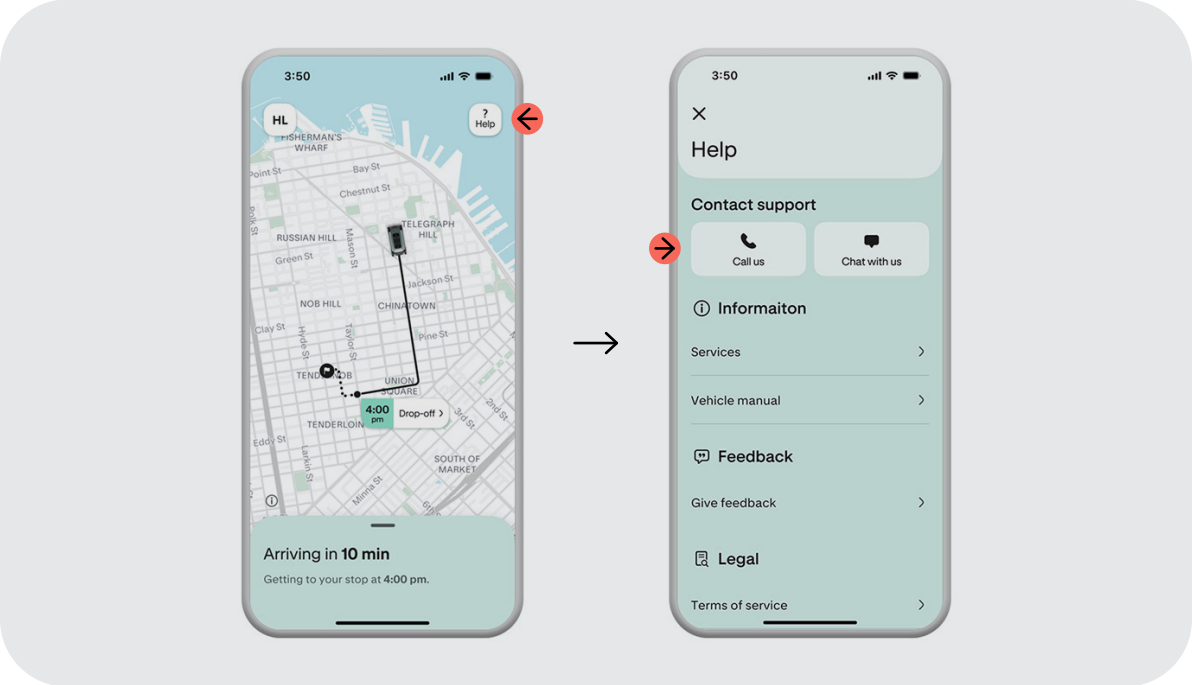
Emergency Call Button

Above each row of seats is an illuminated Emergency Call Button. This button can be pressed at any time to initiate a call with Zoox Support, who can address the emergency, request the vehicle to pull over, escalate to first responders, or some combination of these actions. Please note that pressing the Emergency Call Button will immediately place a call to Zoox Support, and does not contact 911.



Help Button in the App

You may also contact Zoox Support through the app. To initiate the call, first press the ‘Help’ button in the upper right-hand corner. Then, press the ‘Call us’ button.



When to Request Help

Riders should contact Zoox Support if any type of support is needed (e.g., for general questions, action needed, emergency situations). If you believe the vehicle has been involved in a collision or made contact with another vehicle, road user, animal, or object during your ride, please notify Zoox Support immediately by pressing the Emergency Call Button. Please note, pressing the Emergency Call Button will immediately place a call to Zoox Support, and does not contact 911.

Be observant throughout your trip – if you observe any unexpected vehicle behavior, close calls, or contact with road debris, other road users, or any other objects, please contact Zoox Support immediately. Additionally, please immediately contact Zoox Support if the robotaxi stops unexpectedly along the route or if you are feeling sick.

In the event of a life-threatening emergency, please dial 911. You can also call Zoox Support through the overhead Emergency Call Button, touchscreen, or by calling 1-888-477-5055, and Zoox Support can stop the robotaxi and contact 911 to assist.

What to do in Case of an Emergency

In case of a rider emergency, you can press the Emergency Call Button located above your head to connect with a Zoox Support representative.

You may request to end the ride and have the vehicle pull over by pressing the “Pull Over” button on the touchscreen or by contacting Zoox Support. Zoox Support will be in contact with the riders via the robotaxi audio to confirm the request. The vehicle will then pull over at the earliest and safest opportunity. Please use caution and watch for traffic when exiting the vehicle.

Please pay close attention to directions given by Zoox Support throughout the duration of your trip and follow their instructions at all times. They are responsible for the safe, efficient execution of the service, so please help out by following their lead.

For instructions on exiting the vehicle in an emergency, please see the section “Exiting the Vehicle” below.

What to do in Case of Unexpected Stops and Delays

Sometimes, the robotaxi may stop due to a brief delay. If the vehicle stops unexpectedly along the route, please remain seated with your seatbelt fastened and wait for the vehicle to resume driving or for Zoox Support to reach out to you. Do not leave the vehicle unless you are directed to do so by audio instructions or Zoox Support. In the case of an emergency where you are unable to contact Zoox Support and must exit the vehicle, please use the Emergency Door Handle to open the doors.

NOTE The vehicle may not pull over immediately and will only do so when conditions indicate that it is safe.

Hazard Warning Signal

The hazard warning signal telltale on the rider screen will illuminate when the hazard warning lights are flashing on the exterior of the vehicle. The hazard warning lights may illuminate in many situations (e.g., pulling over to let an emergency vehicle pass). No action is required by you.



Ending Your Ride

Once you arrive at your destination, please remain seated and buckled until the robotaxi comes to a complete stop, and you are notified on the touchscreen that the ride is complete.

If you need to end your ride before arriving at your destination, contact Zoox Support through the overhead Emergency Call Button, touchscreen, or mobile app. Zoox Support will then assist with initiating a pullover, opening the doors, and ending the ride. You may also press the 'Pull Over' button located at the bottom of the touch-screen, as described in the 'How to Request a Pullover' section above. Please note that the vehicle may not pull over immediately and will only do so when conditions indicate that it is safe.

Exiting the Vehicle

The curbside doors can be opened any time the vehicle is parked in a safe space for egress. This includes pickup, drop-off, or when you're pulled over. To open the doors, use the controls on the touchscreen next to your seat. If you have requested a pullover, Zoox Support will assist with opening the doors.

If the doors don't open, please wait a second then try again. If that doesn't work, or if you do not see any controls on the touchscreen, press the overhead Emergency Call Button to connect to Zoox Support. You can also call or text 1-888-477-5055.

When exiting, be mindful of the door clearance height and any personal items that may be located on the floor. Please also be aware of your surroundings while exiting the robotaxi as cars, cyclists or pedestrians may be passing by.

Don't forget to take everything you brought with you! If you leave something behind, contact Zoox Support for assistance by texting 1-888-477-5055.

NOTE After you have exited the robotaxi, the doors will automatically close behind you.

How to Open the Doors in Emergency Scenarios

In the event you need to open the doors to exit the vehicle in an emergency, first attempt to open the doors by pressing the open door button on the touchscreen. If the open door button is nonresponsive, call Zoox Support either using the touchscreen or by pressing the Emergency Call Button on the ceiling. Zoox Support will assist in opening the doors.

If Zoox Support instructs the rider to exit immediately or in the unlikely event that communications with Zoox Support are unavailable, the doors may be opened manually by using an Emergency Door Handle. The Emergency Door Handles are located in the window well to the left of your seating position. There are two handles located in diagonally opposite window wells. To open the doors, pull the handle while pushing out on the adjacent door.



Providing Feedback

After your ride, we'd love to hear from you. Please rate the ride using the feedback form that pops up in the app. You may also contact Zoox Support at support@zoox.com or text 1-888-477-5055.

Legal Notices

NHTSA Certification and Exemptions

This vehicle conforms to all applicable Federal motor vehicle safety, bumper, and theft prevention standards in effect on the date of manufacture except for specific requirements within Standard No. 103—Windshield defrosting and defogging systems; Standard No. 104—Windshield wiping and washing systems; Standard No. 108—Lamps, reflective devices, and associated equipment; Standard No. 111—Rear visibility; Standard No. 135—Light vehicle brake systems; Standard No. 201— Occupant protection in interior impact; Standard No. 205— Glazing materials; and Standard No. 208—Occupant crash protection, exempted pursuant to NHTSA Exemption No. 2026-01.

Reporting Safety Defects

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Zoox, Inc.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you and Zoox Inc.

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153); go to https://www.nhtsa.gov/report-a-safety-problem; or write to: Administrator, NHTSA, 1200 New Jersey Avenue, S.E, Washington, D.C. 20590. You can also obtain other information about motor vehicle safety from http://www.nhtsa.gov.

Federal Communications Commission (FCC) Compliance Information

The vehicle contains electrical devices used for various core and autonomous functionality. The set of electrical devices include both intentional and unintentional emitters such as RF transmitters and Electronic Control Units (ECUs), respectively.

Electrical devices are qualified for EMC compliance against tailored requirements that meet the intent of the relevant sections of FCC, CISPR, ISO, and SAE automotive standards at the device or unit level and the intent of the FCC part 15 subpart B requirements at the full vehicle level.

This vehicle demonstrates compliance with the intent of part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Zoox integrates intentional emitters in the form of RF transmitters and radio modules certified to appropriate part 15 subpart C of FCC rules and seeks to implement RF transmitters and radio modules in a manner consistent with the original manufacturer's recommendations.

Food and Drug Administration (FDA) Compliance Information

WARNING!

Do not attempt to damage, remove, access, or modify the LiDAR unit in this vehicle, which could cause permanent injuries to the eyes. The LiDAR unit is a Class I laser device subject to regulation by the FDA. If you suspect that the LiDAR unit is malfunctioning, contact Zoox immediately for instructions.

California Proposition 65 Warning

Items contained in motor vehicles or emitted from them are known to the State of California to cause cancer and birth defects or reproductive harm. These may include:

- Interior passenger compartment components and materials
- Component parts which are subject to wear and tear

In addition, battery posts, terminals and related accessories contain lead, lead compounds and other chemicals known to the State of California to cause cancer and reproductive harm.

For more information, go to www.P65Warnings.ca.gov/passenger-vehicle.