



# Waymo Fully Self-Driving Chrysler Pacifica

Emergency Response Guide  
and  
Law Enforcement Interaction Protocol

This document includes material from the  
***FCA 2017 Pacifica Hybrid Emergency Response Guide***

# Introduction

The Waymo Fully Self-Driving Chrysler Pacifica is based on the Chrysler Pacifica Hybrid.

This document includes material from the *FCA 2017 Pacifica Hybrid Emergency Response Guide* and supplemental information related to the Waymo self-driving system.

This guide is intended to be used by trained first responders and assumes a professional-level background in safely responding to emergencies, including those involving damaged vehicles.

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# Waymo Toll-Free Hotline for Emergency Responders

**1-877-503-0840**

Waymo has established a toll-free 24-hour telephone hotline dedicated to allowing police, fire departments, and other first responders to communicate directly with Waymo's professionally-trained specialists at any time during our vehicle testing and operation on public roads.

We ask that emergency responders calling this hotline identify the numerical identifier of the vehicle in question, license plate, and any location information available.

# Identifying the Waymo Fully Self-Driving Vehicle

The Waymo fully self-driving Chrysler Pacifica Hybrid minivans can be easily identified by the white color with Waymo logos, roof assembly, front fender additions, or rear roof additions below.

**During driverless testing and operation, Waymo's vehicles are fully self-driving at all times, and will not have any person in the driver's seat either steering or otherwise controlling the vehicle.**



# Identifying the Waymo Fully Self-Driving Vehicle

Each Waymo vehicle has a numerical identifier on the windshield and rear window, in addition to required identifiers in the jurisdiction (e.g., license plate information, vehicle-for-hire badges, etc.).



# Identifying the Waymo Fully Self-Driving Vehicle

The Waymo vehicle is a plug-in hybrid electric vehicle and can be identified as such by the “eHYBRID” badge on the rear liftgate, the charge port door on the driver side featuring the same “e” leaf logo, and a unique engine cover as shown.







# Vehicle Capabilities

## Level of Automation

### **The Waymo vehicle is fully self-driving.**

- It is validated for driverless testing and operation.
- It is capable of performing the entire dynamic driving task within its operational design domain, as a Level 4 automated driving system under SAE International's Taxonomy and Definitions for Terms Related to Driving Automation Systems for On-Road Motor Vehicles, [standard J3016](#).
- It is capable of performing a safe stop, known as achieving a "minimal risk condition," without any expectation that a human will need to intervene.
- It is equipped with redundancies for critical systems, such as sensors, computing, steering and braking, and can automatically detect changes to the vehicle or the environment and determine an appropriate response to keep the vehicle, its passengers, and other road users safe.

# Vehicle Capabilities

## Operational Design Domain

### **The Waymo vehicle is designed to operate in the following conditions:**

- On roadways including freeways, highways, city streets, and rural roads with posted speed limits up to 65 mph
- In parking lots
- At all times day and night
- In light rain and fog

### **Conditions that limit driverless operations include:**

- Inclement weather including heavy rain and snowy/icy conditions
- Flooded roadways
- Mountain roadways
- Offroad

### **Waymo vehicles can only be operated without a driver in specific geofenced areas, where they have been tested and validated to safely perform all the dynamic tasks of driving without human intervention.**

- This territory will be expanded incrementally over time via our rigorous testing and validation process.
- Information relating to these areas is provided by Waymo directly to state and local authorities, prior to any driverless operation.

# Vehicle Capabilities

## Response to Police and Emergency Vehicles

The Waymo vehicle uses its sensors to identify police or emergency vehicles by detecting their appearance, their sirens, and their emergency lights.

- The Waymo vehicle is designed to yield as appropriate to these emergency vehicles no matter which direction they are headed.

If a Waymo fully self-driving vehicle detects that a police or emergency vehicle is behind it and flashing its lights, the Waymo vehicle is designed to pull over and stop when it finds a safe place to do so.

- The vehicle can unlock the doors and roll down the windows for Waymo's Rider Support team to communicate with law enforcement. Rider Support can also be reached by pressing the Help button in the interior console accessible from the second row passenger seating area.
- Waymo's Rider Support specialists have protocols for interacting with any vehicle passengers in the event of the vehicle being pulled over or involved in a collision, by providing information through in-vehicle speakers, on the in-vehicle displays, and communicating with passengers through in-vehicle telecommunications capabilities.
- A Waymo support team will be dispatched to provide on-scene support, when needed, for passengers and first responders.

# Vehicle Capabilities

## Collision Response

The Waymo vehicle is capable of detecting that it was involved in a collision. The vehicle will then brake until it reaches a full stop and immediately notify Waymo's Fleet Response specialists.

- Waymo's Fleet Response will call 911 if the circumstances warrant (e.g, where there is a significant collision in which police may be needed because of injuries, vehicles blocking traffic, etc).
- A Waymo support team will be dispatched to provide on-scene support for passengers and first responders.
- The Waymo fully self-driving vehicle will react differently depending on the collision severity. In the event an airbag is deployed, the base vehicle's engine and hybrid drive will be disabled.

# Approaching, Disabling, and Towing

# Ensuring the Vehicle Will Not Self-Drive

## **The vehicle will not self drive while any of the following are true:**

- Any airbags are deployed
- Any door is open
- The vehicle is in Park (page 15)
- The Parking Brake is applied (page 15)

## **Open a door of the vehicle to prevent the vehicle from self driving**

- Break a window if doors are locked and immediate entry to vehicle or ventilation of passenger compartment is necessary.
- Call Waymo (**1-877-503-0840**) to unlock the doors remotely if there is time and there are no signs of battery heating, smoke, or fire.

**Keep at least one door open until the base vehicle is turned off (page 17) or the 12 V cut loop under the hood is cut (page 22).**



Vehicles can roll or move regardless of self-drive state.  
Always use standard precautions including wheel chocks.

# Electronic Shift Control and Parking Brake

To determine if the vehicle is in Park or the Parking Brake is applied, approach the vehicle from the driver's side and check for:

- Blue "P" (Park) indicator on the Electronic Shift Control
- Red light on the Parking Brake

The Electronic Shift Control and Parking Brake cannot be manually controlled while the vehicle is in self-driving mode. See page 16 to disable self-driving mode.

NOTE: Base vehicle 12 V power must be functional to shift in or out of Park or apply or release the parking brake.

P (Park) indicator on the Electronic Shift Control



Red light on the Parking Brake

# Disabling Self-Driving Mode

Emergency responders needing to disable self-driving mode should contact Waymo using one of the following methods:

- **Call 1-877-503-0840**; or
- Activate in-vehicle Rider Support by pushing a button on steering wheel or pushing the “Live Help” button on the ceiling in front of second row seats.

Identify the vehicle number and location to the Waymo representative and request the vehicle to be authorized for manual mode.

Follow the Waymo Representative’s instructions, which will include pressing cruise control buttons on the steering wheel.

**NOTE:** Successful transition to manual mode can be confirmed by attempting to turn the vehicle on or off or change gears. If gears can be changed or the vehicle can be manually turned on or off, the vehicle is not in self-driving mode.

**Rider Support Button**  
(2nd Row)



**Press Cruise Control buttons as instructed by Waymo Rider Support here**



# Turning the Vehicle Off

Lights above the start-stop button indicate when the vehicle is running (RUN) or when it is off (OFF)

**The Start-stop button will not turn the vehicle off while self-driving mode is enabled.**

## To turn off the vehicle:

1. Disable self-driving mode (page 16)
2. Push the start-stop button until "OFF" is illuminated in the button surround

If the button does not turn off engine:

- Ensure self-driving mode has been disabled
- Cut the 12 V cut loop to disable propulsion system (page 22).

NOTE: A faint buzzing may be heard from the 1st row center console when ignition is turned off or front 12 V power is cut.



**Base vehicle start-stop button**  
(RUN Shown)

# Towing the Vehicle

After disabling self-driving mode and shutting the vehicle off, the vehicle can be towed like any conventional front wheel drive vehicle (dolly tow with parking brake released and front wheels off the ground). If the parking brake cannot be released or a dolly tow with front wheels off the ground is not available, the vehicle should be placed on a flatbed truck for removal. Please use caution to avoid damaging sensors. See page 36 for post-incident handling precautions.

**NOTE:** In emergency situations, push bumpers may be used to move the vehicle from the roadway, though sensor damage will likely occur.

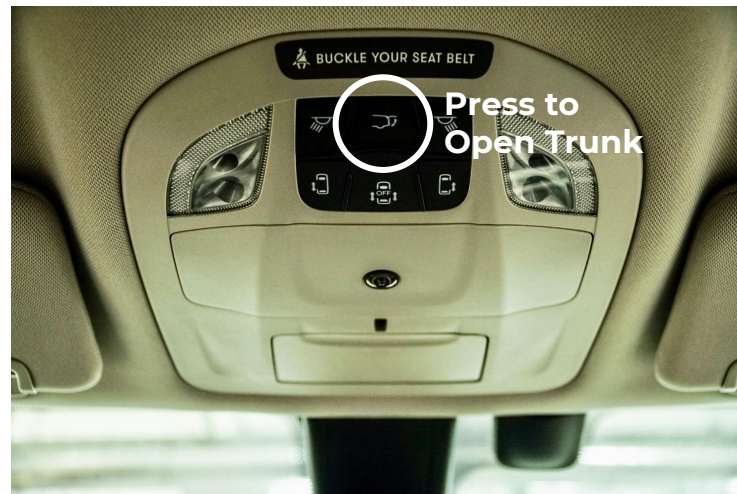


# Opening the Rear Trunk

## To access the trunk:

1. Disable self-driving mode (page 16)
2. Pull the exterior handle **or** press the liftgate button on the front row overhead console.

**NOTE:** The rear liftgate latch is electrical and will be inoperable when in self-driving mode or if base vehicle 12 V power is removed.



# Vehicle Systems Safety Considerations

# Emergency Disabling Electric Power

## **The vehicle contains two 12 volt and one high voltage (HV) power source:**

- 12 V power is supplied by the base vehicle's 12 V battery and a separate, isolated 12 V battery that powers components of the self-driving system. Both batteries are located in the vehicle's trunk.
- The vehicle's HV battery system powers the hybrid propulsion motor as well as the self-driving components located in the vehicle's trunk.

## **To disable electric power:**

- See page 22 to disconnect the base vehicle's 12 V battery and disable the HV battery by cutting the cut loop located under the front hood.

NOTE: The rear liftgate latch is electrical and will be inoperable after the base vehicle's 12 V power is disconnected

- If the vehicle is inverted or hood access is blocked, turn vehicle off (page 17) then cut the base vehicle negative battery cable located in the trunk (page 23)
- See page 24 to disconnect the isolated 12 V battery
- See page 25 to disable HV power using the Service Disconnect

# Cutting the 12 V Cut Loop

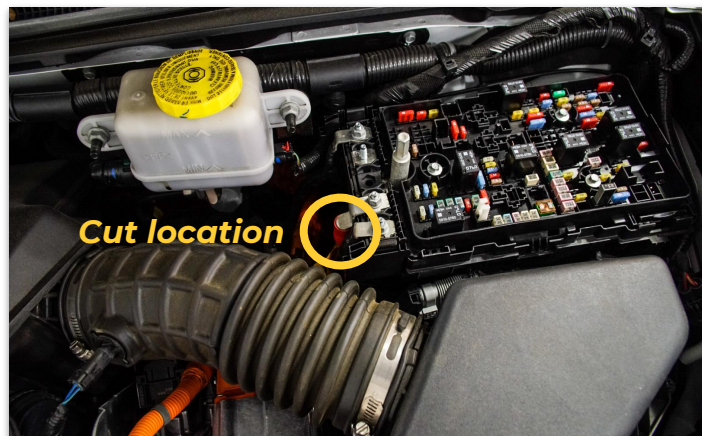
**Cutting the 12 V Cut Loop will shut down the base vehicle and will disable the HV Battery.**



Keep at least one door open while in front of vehicle to prevent vehicle from self driving. Also use standard precautions including wheel chocks

## To cut the 12 V Cut Loop:

1. Open hood. Hood latch release is located to the left of the steering wheel at the base of the lower dash panel.
2. Remove fuse box cover.
3. Cut and remove a segment of the 12 V positive power supply cable. This cable is marked with a label designating the cut locations. Make a cut at each side of the cable label and remove the segment.
4. Protect the cut ends from arcing against metal parts.



**Positive supply cable with fuse box cover removed**



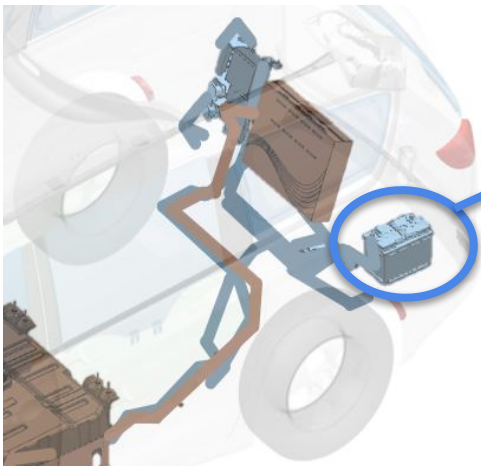
**First responder cable cut loop tag in vehicle**



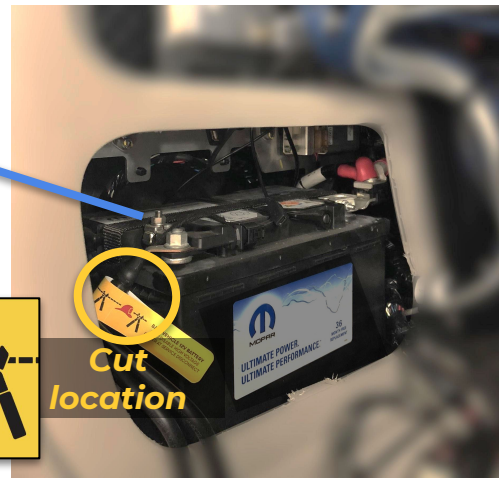
# Disconnecting Base Vehicle 12 V Without Hood Access

If the vehicle is inverted or hood access is blocked, the base vehicle's 12 V battery can be disconnected at the battery, which is located in the trunk.

1. Turn vehicle off (page 17)
2. Open rear trunk (page 19)
3. Disconnect or cut and remove a segment of the base vehicle negative battery cable



Base vehicle  
12 V battery  
(trim panel is  
removed on  
Waymo  
Pacificas)



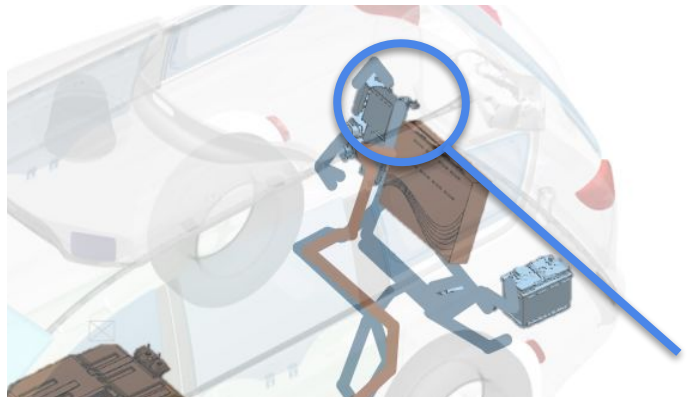
**NOTE: If base vehicle 12 V power is disconnected at the battery rather than under the front hood and HV contactors have experienced damage, the 12 V system may still be powered via the auxiliary power module (APM). To ensure power has been removed to 12 V systems including passive restraints, also disable HV power using the Service Disconnect (page 25).**

# Disconnecting the Isolated 12 V Battery

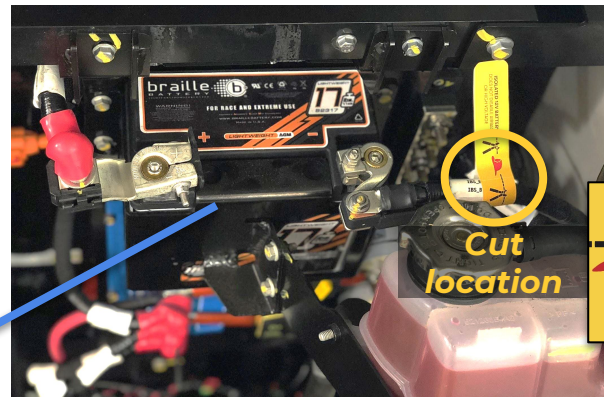
An additional isolated 12 V battery located in the trunk powers the self-driving components. To disconnect this battery:

1. Open the rear trunk (page 19).
2. Disconnect or cut and remove a segment of the negative battery cable

**Note: Disconnecting this battery does not disable HV power or 12 V power to airbags.**



Isolated  
12 V battery





# Disabling High Voltage Output from the HV Battery

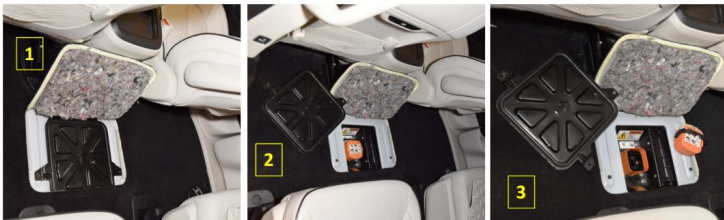
The Service Disconnect is under a cover located between the 1st and 2nd row seats. Removing the service disconnect will disable HV output from the HV battery system.

Excerpts from  
**FCA Guide**

## Emergency Disabling of Low and High Voltage Power

If possible safely

Remove the Service Disconnect *This will disable High Voltage output from the battery.*



First: Uncover the Service Disconnect access cover.

Second: Unbolt the cover panel over the Service Disconnect.

Third: Remove the Service Disconnect.

Fourth: Reinstall the cover over the empty socket and replace the carpet.

The Service disconnect cover is between the 1<sup>st</sup> and 2<sup>nd</sup> row seat

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## Emergency Disabling of Low and High Voltage Power

Wait 5 minutes

This will allow the HV capacitors to discharge under most circumstances. However, under some circumstances the HV Battery System HV Contactors may not open. Consequently, HV may not be contained to within the HV Battery System.

Personal Protective Equipment (HV qualified Gloves, Boots and Coat) provides protection against Live HV.

**Warning:** Personal Protective Equipment must be used by First Responders when addressing a damaged Chrysler Pacifica Hybrid.

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# Wet Location Considerations

A vehicle submerged or flooded with water can result in protective system failures.

Excessive heat and electrolysis may take place resulting in byproducts of hydrogen and oxygen. In salt water chlorine is also a byproduct. These byproducts, trapped and concentrated by the passenger compartment, a garage, or other containment, may be in concentrations that could be explosive or corrosive and could have adverse effects on human health. Action should be taken to assure ventilation of a partially submerged vehicle and any space in which it is contained.

A vehicle **without** impact damage has HV contained to within enclosures or insulation and has HV isolated from the chassis, therefore electrical shock hazard risk is minimal. A submerged or flooded undamaged vehicle has a low electrical shock hazard risk.

A vehicle **with** impact damage presents an increased electrical shock hazard risk. If HV is open to the environment you must stay away from damaged HV components.

**Warning:** First Responders must use proper Personal Protective Equipment when addressing a damaged Chrysler Pacifica Hybrid vehicle.

# Fire Fighting Considerations

## **Fighting electrified driveline vehicle fires poses unique challenges.**

- **Never cut, pierce or damage any high voltage component as serious injury may result.**
- Chemical extinguishers and oxygen denial are not effective in these fires.
- Deluge with water delivered via fire hose at the maximum possible distance is the recommended practice to contain the fire and cool the reagents, minimizing risk of spread and risk of toxic emissions. This should continue after extinguishment until the pack is cool.
- Application of large amounts of water should begin at the first signs of battery smoke as water may absorb some harmful toxic emissions in the smoke.
- Ventilation of the passenger compartment, if occupied, is essential at the first sign of battery heating, smoke or fire. Batteries should be thermally assessed during initial operations and throughout rescue and remediation efforts.
- Damage, abuse, flooding or exposure to heat (such as from a vehicle fire) can initiate thermal reactions which will advance to a significant fire in lithium ion power systems.
- The Battery thermal reactions become self-sustaining at higher temperatures due to the emission of oxygen from certain constituents.
- Ongoing battery fire or heat production can facilitate the re-ignition of combustible automotive components above and adjacent to the pack.
- Lithium-ion automotive batteries can reignite due to ongoing reactions from internal heat.
- **For any battery thermal event, NFPA recommends SCBA be required within fifty feet.**

***Rescue of persons at risk and containment of the fire with prevention of toxic gas emissions should be the goals of fire-fighting efforts.***

# Extrication Considerations

Impact event emergencies can require the extrication of victims from damaged vehicles. Determination of the need to extricate and timing must be made by incident command based on standard response practices and procedures.

When victims can be removed safely from an electrified driveline vehicle, **it may be prudent** as consequences of damage to high voltage components may evolve over time.

Potential related hazards to vehicle occupants, beyond medical condition and typical automotive impact event hazards will include:

- Fire, which is sustained by heat from a damaged battery or shorted wiring
- Exposure of high voltage potentials from damage to the isolated HV system
- Toxic gaseous emissions from a thermally active damaged battery
- Vehicle stability, or the lack there-of. Lift points indicated on page 35 should be used to immobilize the vehicle when possible before extrication activities.



**Decisions to extricate must take into account the balance between medical condition and hazard from the state of the vehicle.**

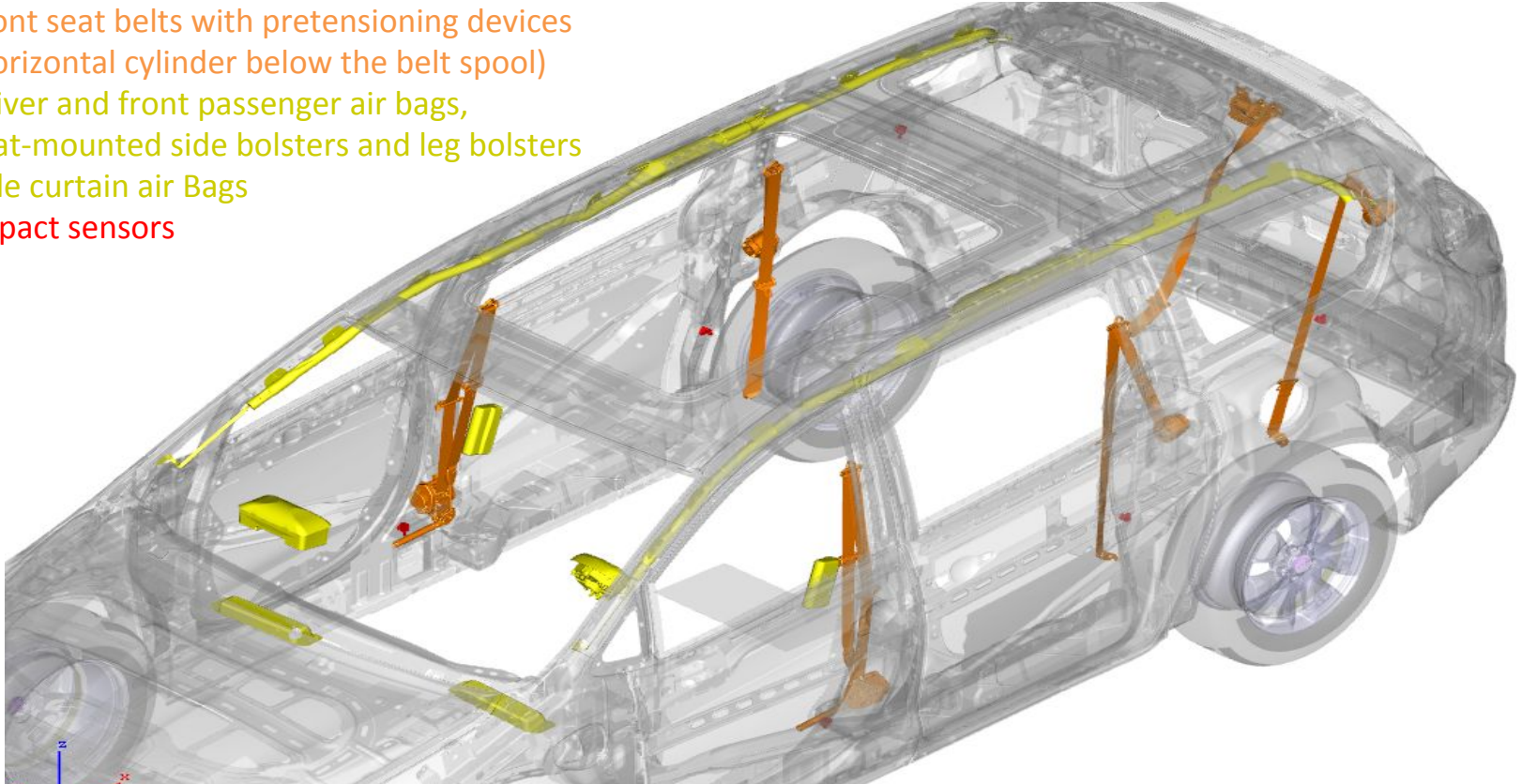
Damage to fuel systems, potential hot coolant lines, all high voltage electrical components and cables, the batteries, and potentially active restraint systems must be avoided at all times. See the following pages for location information. (The “Do not cut” illustrations)

# Passive Restraint Device Considerations

Excerpt from  
**FCA Guide**

## Restraint Systems:

- Front seat belts with pretensioning devices (horizontal cylinder below the belt spool)
- Driver and front passenger air bags, seat-mounted side bolsters and leg bolsters
- Side curtain air Bags
- Impact sensors



# High Voltage Devices

Excerpt from  
**FCA Guide**

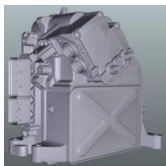
Stored HV energy in the HV Battery System (1) is provided to the 'PIM' Power Electronics (2) and delivered as three phase AC power to the Electric Motors for propulsion. The stored HV energy is used by other vehicle components including:

- The 'EAC' HV Air Conditioning Compressor (3)
- The 'BCH' Battery Coolant Heater (4) which maintains battery temperature
- The 'APM' auxiliary Power Module (5) that charges the 12 volt low voltage system & battery

When plugged in, the HV power is supplied by the 'OBCM' On Board Charging Module (6)

See page 32 for additional high voltage devices specific to the  
**Waymo Self-Driving System**

(2)  
PIM



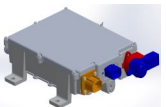
(3)  
EAC



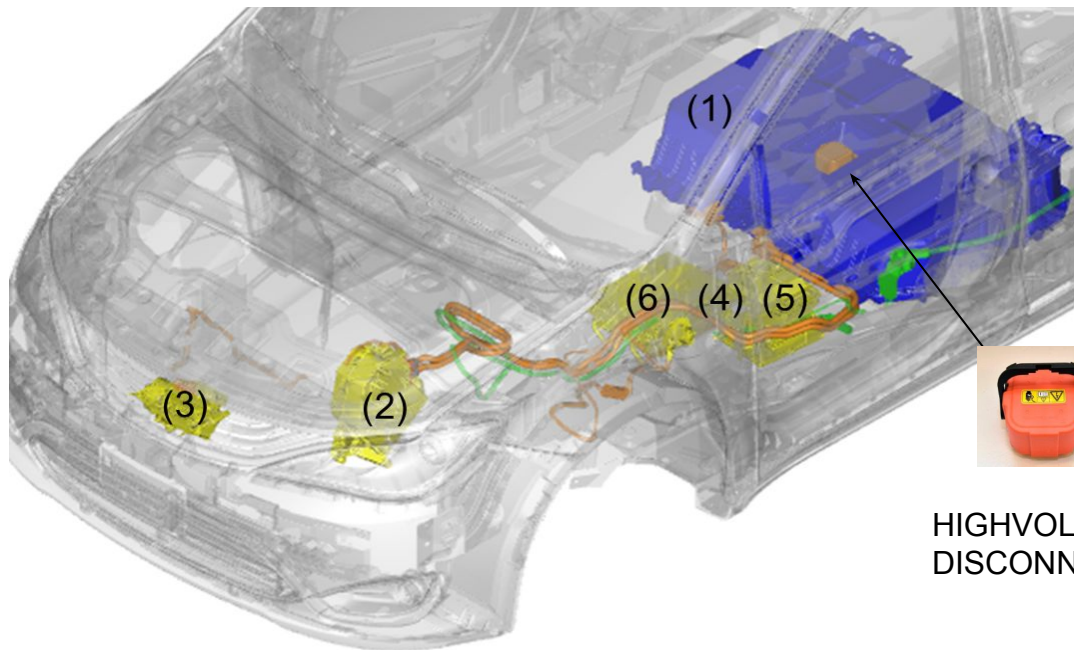
(4)  
BCH



(5)  
APM



(6)  
OBCM



HIGHVOLTAGE  
DISCONNECT

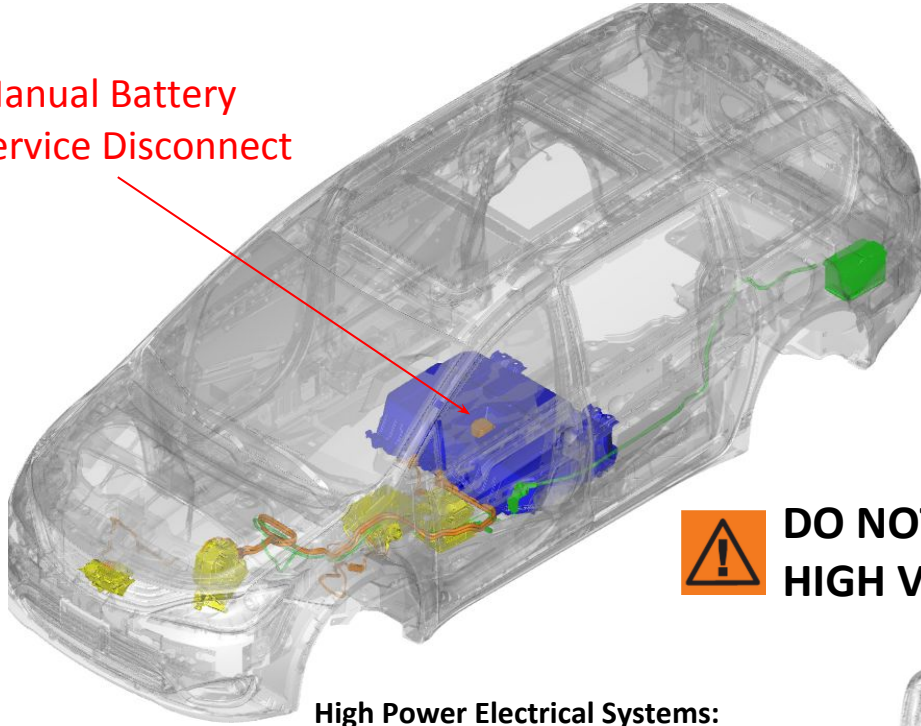


# Base Vehicle Electrical Considerations

Excerpt from  
**FCA Guide**

See page 32 for  
additional high  
voltage devices  
specific to the  
**Waymo  
Self-Driving  
System**

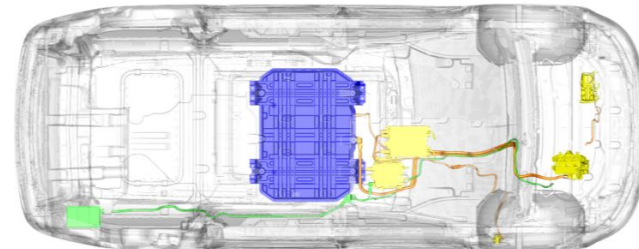
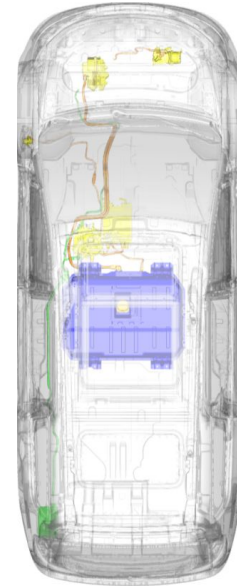
Manual Battery  
Service Disconnect



**DO NOT CUT OR PIERCE  
HIGH VOLTAGE DEVICES**

**High Power Electrical Systems:**

- High Voltage Cables
- High Voltage Components
- High Voltage Battery
- Low Voltage (12V) Battery and Cables



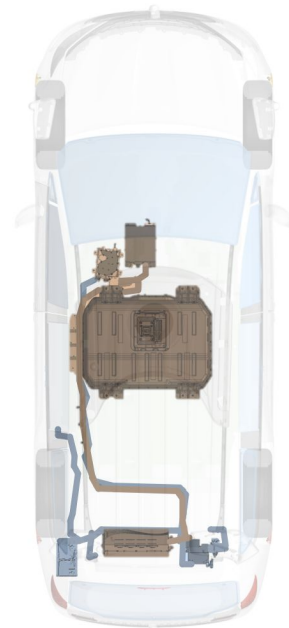
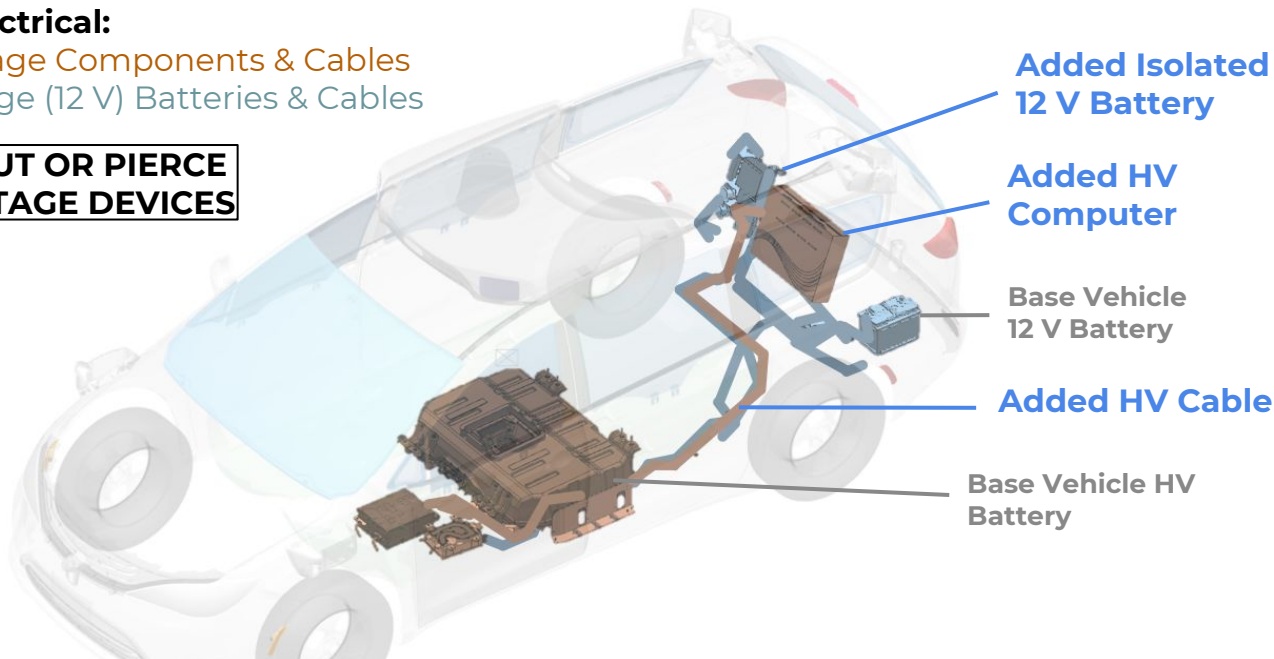
# Additional Self-Driving System Electrical Considerations

There are no changes to procedures to disable HV power (page 25).

## High Power Electrical:

- High Voltage Components & Cables
- Low Voltage (12 V) Batteries & Cables

 **DO NOT CUT OR PIERCE HIGH VOLTAGE DEVICES**



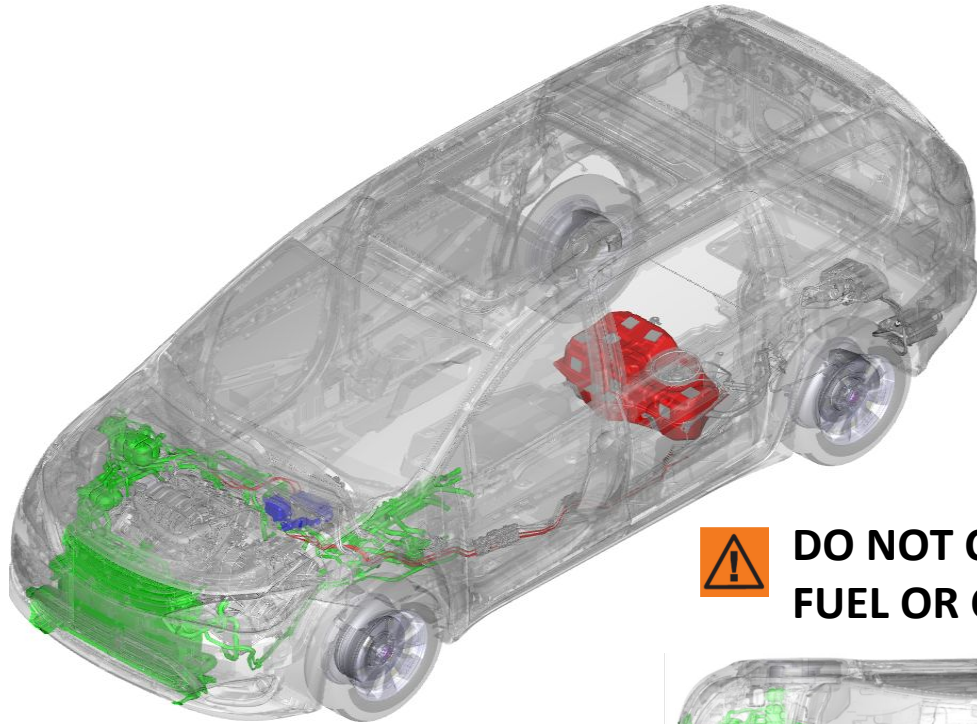
Due to the addition of HV components in the trunk, **a submerged or flooded vehicle presents an increased electrical shock hazard risk, responder should stay away from trunk HV components.**



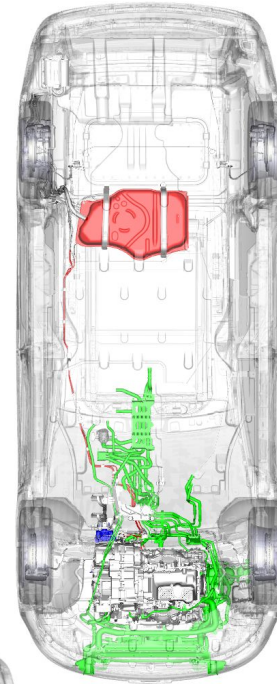
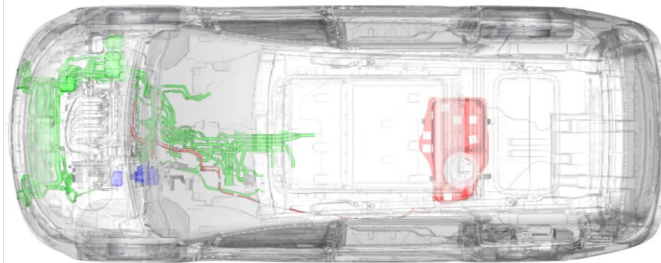
# Base Vehicle Fuel and Fluid Systems Considerations

Excerpt from  
**FCA Guide**

See page 34 for  
additional fluid  
considerations  
specific to the  
**Waymo  
Self-Driving  
System**



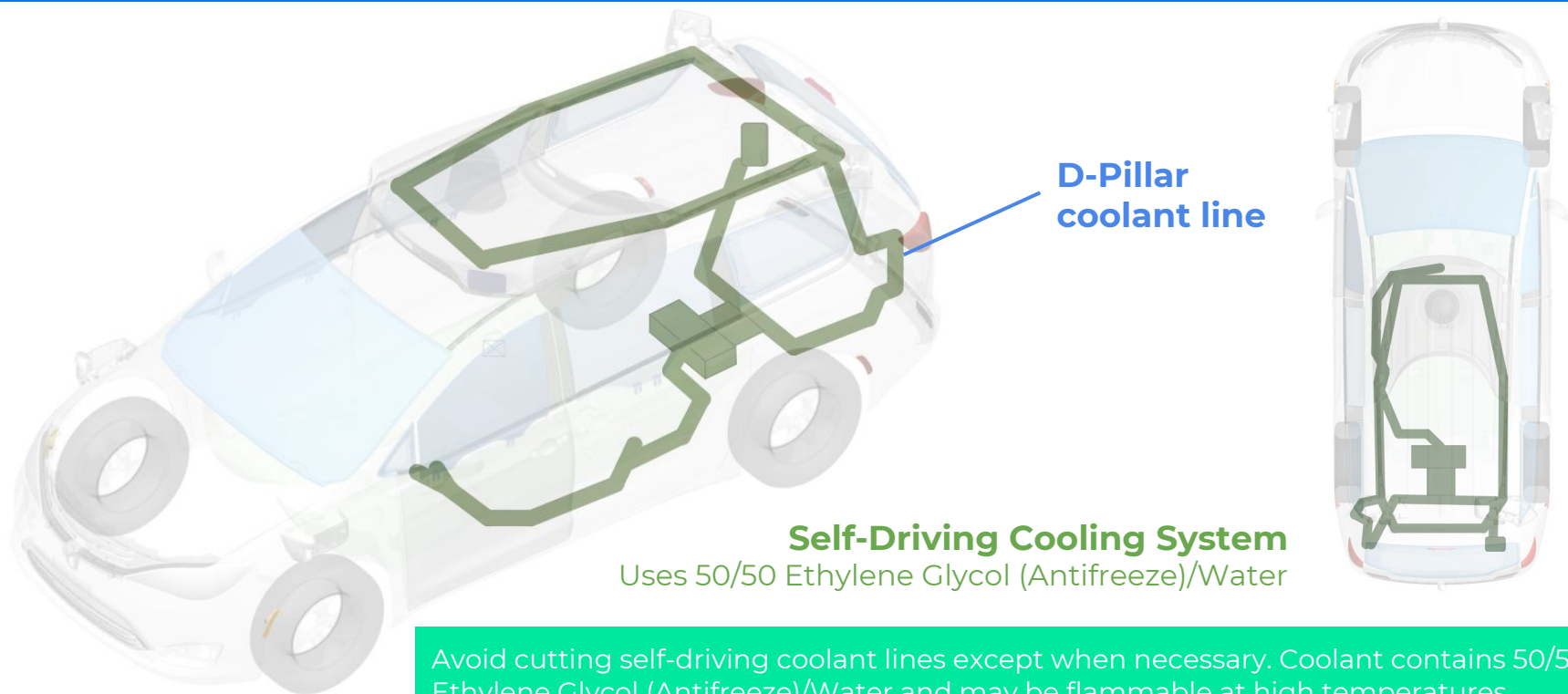
**DO NOT CUT FUEL TANK,  
FUEL OR COOLANT LINES**



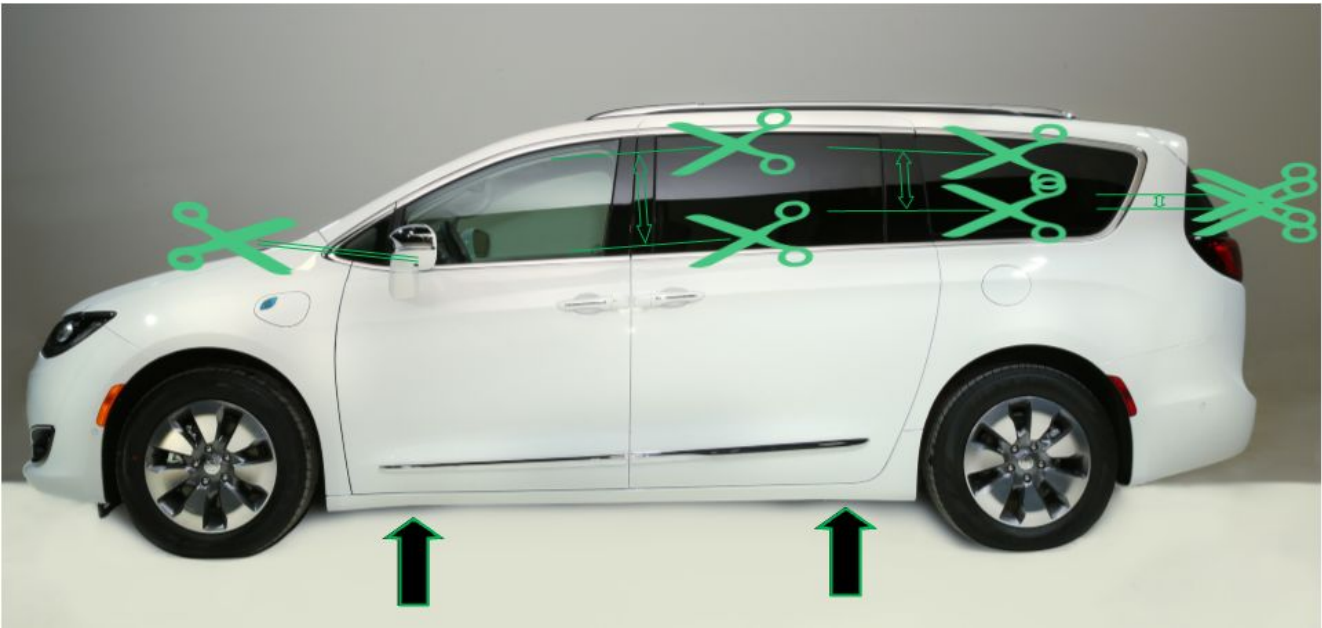
## Fuel and other Fluid Systems:

- Gasoline Fuel Tank and Fuel Lines
- Brake and Power Steering Reservoirs
- Radiator and Cooling System

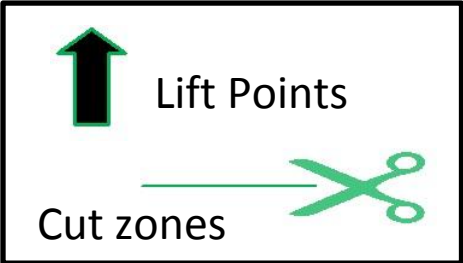
# Additional Fluid Considerations to Base Vehicle



# Recommended Lift and Cut Zones



The areas illustrated are recommended lift and cut zones on the vehicle. Determination of actual lift and cut points must be made by incident command based on the unique situational factors such as possible relocation of the hazards illustrated on the preceding pages as a result of impact events. These are only recommendations.



# Post-incident Handling

Following initial response, certain actions and precautions are necessary. If air bags have deployed, the vehicle cannot be driven again until repaired, as air bag protection will not be available to occupants in the event of a collision. After any collision, the vehicle should be taken to an authorized dealer immediately.

While the Pacifica HV battery is designed for safety, industry-wide experience has demonstrated that the unlikely possibility of delayed ignition or re-ignition of a damaged battery must be considered in post-incident handling. Any battery exposed to accident forces sufficient to deploy air bags or to a vehicle fire requires special precautions until verified as undamaged.

- The vehicle or battery pack must not be stored inside an occupied structure.
- Adequate ventilation must be present at the storage location to prevent buildup of any outgassing.
- Batteries to be recycled must be shipped in accordance with regulations governing the transport of damaged lithium-ion batteries (and never by air).
- Thermal monitoring of any damaged, flooded or burned battery should be performed during storage.
- The manual battery Service Disconnect must not be reinstalled by other than an authorized technician.
- The Service Disconnect socket must be covered/sealed to prevent water or debris entering the battery.

The battery pack in this vehicle uses non-spillable lithium-ion cells, and it is unlikely that electrolyte, which is clear, will escape from the pack in the event of damage. Liquid emissions from damaged packs are typically colored battery coolant, which should be addressed in the same manner as spilled engine coolant.

Do not apply chemical neutralizers used for other battery types or take any other action which could result in battery cell contents being aerosolized.

Do not ingest, inhale, or make bare skin contact with any internal material from the battery cells. In the event of accidental contact of this nature, wash exposed skin thoroughly with soap and water for at least 5 minutes and seek medical attention. In the event of ingestion, seek emergency medical care immediately.