

First Responder Interaction Plan

Texas

April 2026





First Responder Interaction Plan

This document contains confidential information and is intended for use by law enforcement and first responders only.

If you wish to receive more information about training or other additional information, please contact us at our community line at 1-833-NURO-BOT or feedback@nuro.ai.

To access our public document, please visit nuro.ai/first-responders.



Content

01 Basic Vehicle Information

- Emergency Hotline & Non-Emergency Contact
- Vehicle Ownership Information
- Vehicle Identification
- Vehicle Documents
- Autonomous Mode

02 Vehicle How-To Guides

- Pull Vehicle Over 13
- Crash Response 14-15
- Gravity Vehicle Electrical and Fire Safety 16-18
- Prius Electrical and Fire Safety 19-22

03 Operational Design Domain

- 06 SAE Autonomy Level 24
- 07 Minimal Risk Condition 25
- 08-09 Roadway Operations 26
- 10 Light and Weather Conditions 27
- 11 Geographies 28
- Operational ODD in Texas (map) 29





First Responder Interaction Plan

About Nuro

Nuro has been testing our autonomous vehicle technology since 2016 and have been conducting active on-demand operations for several years using our modified Autonomous Prius Vehicles and our custom Nuro Robot, and our Autonomous Gravity Vehicles.

Our Autonomous Vehicles are equipped with innovative software and sensing capabilities that never get distracted or fatigued.

Nuro's vehicles are engineered to make delivery of people and goods and help all of us spend time on the things and people we care about the most.

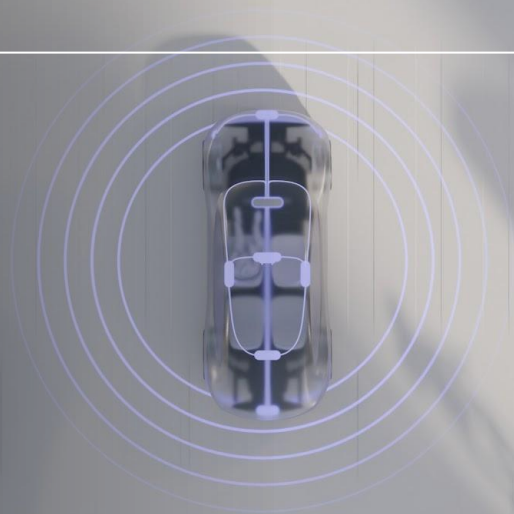
About the First Responder Interaction Plan

Nuro's First Responder Interaction Plan includes the background information, how-to guides, and supplemental materials necessary for first responders to successfully interact with Nuro's technologies.

This document is intended to be used by trained law enforcement officers and first responders and assumes a professional-level background in emergency response.

Any questions about this document should be directed to feedback@nuro.ai.

01 Basic Vehicle Information



Emergency Hotline

(510) 807-6009

In the event of an emergency, first responders can contact a Nuro remote operations specialist using the dedicated Emergency Hotline.

If there is a crash that requires immediate emergency services, a Nuro remote operations specialist will contact local first responders.

We ask that first responders calling this hotline identify the vehicle's numerical ID, license plate, and location.

Non-Emergency Contact Information

Anyone may contact Nuro's Community Feedback Line at feedback@nuro.ai, or by calling 1-833-NURO-BOT.



Vehicle Ownership Information

OWNER NAME

Nuro, Inc.

LOCAL MAILING ADDRESSES

California

1300 Terra Bella Avenue
Suite 100
Mountain View, CA 94043

Texas

707 N. Shepherd Dr
STE 300
Houston, TX 77007

Nevada

7065 Speedway Blvd
Las Vegas, NV 89115



Identifying the Autonomous Gravity Vehicle

The **Nuro Autonomous Gravity Vehicle** looks similar to a traditional consumer vehicle with the addition of hardware on the exterior of the vehicle and interior modification.

The Nuro Autonomous Gravity displays the “Nuro,” “Lucid,” and “Uber” logos on the exterior of the vehicle.

The Nuro Autonomous Gravity Vehicle is monitored by an In-Vehicle Safety Operator or a Remote Assistant, operating with a driver or driverlessly, respectively. The vehicle can also be operated manually.



Identifying the Autonomous Prius Vehicle

The Nuro Autonomous Prius Vehicle looks similar to a traditional consumer Toyota Prius vehicle with the addition of hardware on the exterior of the vehicle and interior modification.

The Nuro Autonomous Prius Vehicle displays the “Nuro” logo on the exterior of the vehicle.

The Nuro Autonomous Prius Vehicle is monitored by an In-Vehicle Safety Operator at all times and can be manually driven.



Nuro Autonomous Vehicle Documents

Proof of insurance and contact information are always kept with the vehicle and are located in the glove compartment.

Physical documents can be provided to law enforcement by the In-Vehicle Safety Operator.

Nuro can also provide electronic documentation for all Nuro vehicles to First Responders upon request using the Emergency Hotline.



Is the Vehicle in Autonomous Mode?

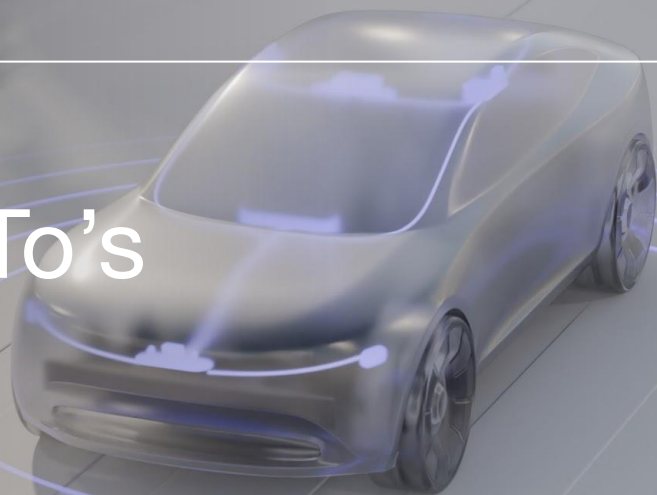
For driverless operations, first responders can use the Emergency Hotline to confirm with a remote operations specialist whether or not a vehicle is in autonomous mode.

If pulled over, the vehicle will not resume autonomous operations until the Nuro Remote Operations Specialist receives verbal confirmation from first responders that it can resume operations.

When vehicle has a safety operator, they can confirm directly with the operator.



02 Vehicle How-To's



Pulling Over a Nuro Vehicle



- 1. Signal with lights and sounds.** When a Nuro vehicle detects emergency signals, it will safely come to a stop.
- 2. Approach from either side of the vehicle.**
 - When the **Autonomous Gravity** comes to a stop, it will disable the motor system, lock brakes to prevent rolling, and activate hazard lights to indicate the autonomous mode has been disabled. Avoid standing in front of or behind the vehicle.
 - When the **Autonomous Prius** vehicle comes to a stop, the safety operator will disable the autonomous mode and put the vehicle in park. The vehicle will activate its hazard lights.
- 3. Retrieve vehicle documents.** Law enforcement can access copies of documents from the Nuro vehicle, or receive them from the in-vehicle safety operator.
- 4. Call the Emergency Hotline.** A Nuro remote operations specialist may be able to maneuver the vehicle via teleoperation, if requested.
- 5. Depart the scene.** Please return any vehicle documents.



Autonomous Gravity Crash Response

If the Nuro Autonomous Gravity Vehicle has been involved in an accident, it will not attempt to drive autonomously.



Identify the Nuro Autonomous Gravity Vehicle by its ID number (arrows) or license plate number.

Crash or Stalled Vehicle Response

- 1a. If in driverless mode, call the Emergency Hotline and identify the vehicle by the ID number or license plate to a remote operations specialist.
- 1b. If a Safety Operator is present, they will disengage autonomous systems and pilot the car manually to a safe stop.
2. If you see smoke or fire, stay away and await the fire department.
3. A Nuro Operations Team Member will arrive to assist. First responders can call the Emergency Hotline for additional support.
4. Nuro will tow the vehicle.

Liquids Informations

Any liquids that leak from the Gravity are standard automotive type and may include:

- Antifreeze (ethylene glycol/water)
- Washer fluid
- Lead-acid battery electrolyte
- Engine motor oil

Autonomous Prius Crash Response

If the Nuro Autonomous Prius Vehicle has been involved in an accident, it will not attempt to drive autonomously.



*Identify the Nuro
Autonomous Prius Vehicle
by its ID number (arrows) or
license plate number.*

Crash or Stalled Vehicle Response

1. A Safety Operator will disengage autonomous systems and pilot the car manually to a safe stop.
2. If you see smoke or fire, stay away and await the fire department.
3. A Nuro Operations Team Member will arrive to assist. Law Enforcement can call the Emergency Hotline for additional support.
4. Nuro will tow the vehicle.

Liquids Informations

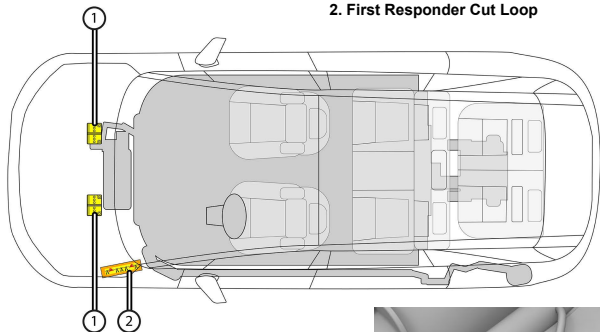
Any liquids that leak from the Prius are standard automotive type and may include:

- Antifreeze (ethylene glycol/water)
- Washer fluid
- Lead-acid battery electrolyte
- Engine motor oil

Gravity Vehicle Electrical Safety



1. Low Voltage Battery (qty 2)
2. First Responder Cut Loop



The first responder cut loop is located under the hood on the left-hand side near the suspension strut tower and is concealed by the cowl cover. To remove the cover, grasp the rear edge and pull up.



Excerpt from the Emergency Response
Guide Lucid Gravity 2025-2026

Primary Disable Methods

- To isolate the high-voltage system, unplug the first responder loop (2).
- Alternate/Emergency method: In an emergency scenario where time and/or access do not allow for plug disconnection, complete one cut on each side of the first responder loop label
- Unplugging/Cutting the first responder loop removes low-voltage power going to the high-voltage contactors inside of the high-voltage battery pack. Disconnecting the first responder loop does not disable the low-voltage battery system.
- The Gravity is equipped with two low-voltage batteries for redundancy. They are located behind the frunk trim. One next to the left suspension tower and one next to the right suspension tower. Both low-voltage battery negative cables (1) should be disconnected or cut. If time and/or access do not allow for removal, then cut both negative cables. Both must be disconnected or cut in order to disable the low-voltage battery system, which powers the Supplemental Restraint System (SRS) control unit.

NOTE: Once the low-voltage battery negative cables have been cut, power accessories will no longer operate. This includes items, such as exterior door handles, windows, seats, and the steering column. It will also not be possible to disable the Electronic Parking Brake System.



Gravity Vehicle Fire Safety

The lithium-ion battery electrolyte is a potassium hydroxide solution damaging to human tissues. **To avoid injury by coming in contact with the electrolyte, wear proper personal protective equipment.**



During firefighting activities **avoid contact** with HV components.

To avoid serious injury or death from severe burns or electric shock, **never breach or remove the high voltage battery pack cover under any circumstances, including fire.**



Excerpt from the Emergency Response
Guide Lucid Gravity 2025-2026

In the Event of Fire

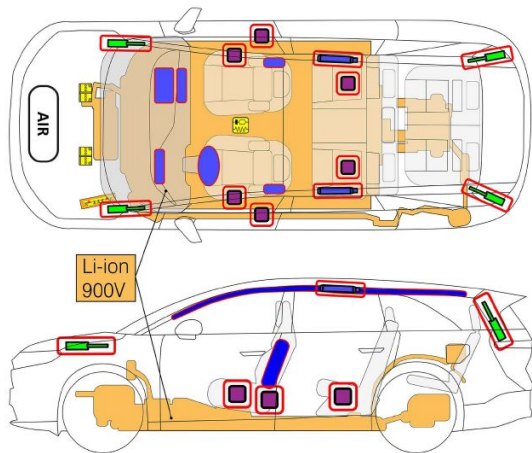
1. Approach and extinguish a fire using proper electric vehicle firefighting practices as recommended by NFPA, IFSTA, or the National Fire Academy (USA).
2. **Extinguishing agent.** Use only water to extinguish the battery pack. Submerging the vehicle is not recommended. The use of foam or other agents to extinguish the fire are not recommended.

Defensive fire

- If life safety and exposure protection can be maintained, it is the recommendation of Energy Security Agency to take a defensive firefighting approach and allow the vehicle to burn. Exposures and atmospheric conditions should be protected and managed throughout the event.
- Chemicals released during a fire or explosion will be in a gaseous form and primarily pose an inhalation hazard. If water is used in extinguishing the flames these gasses can become acids which may cause skin irritation.

Gravity Vehicle Fire Safety, cont'd

The Gravity is equipped with an under-floor mounted 900V lithium-iron battery.



Excerpt from the Emergency Response Guide Lucid Gravity 2025-2026

In the Event of Fire

Transitional Attack

- If it is necessary to extinguish the fire for life safety or potential exposures the only effective suppression must have a direct flow of water into the battery compartment and any involved HV components. ABC extinguishers and/or foam may be used on non-battery components.
- When attacking the fire, use a combination nozzle to provide maximum versatility for flow patterns to address the fire condition and source.
- After the initial knock down fire departments must flow water into the vent points or openings created by the fire within the battery pack. Use a ¼ open bail or comparable amounts of water to fill vent points. Remember in Lucid Gravity, manufactured vent point will not be accessible. Use openings created by the fire/accident. Do not puncture the battery.
- Some circumstances may call for technician level lifting techniques to expose vent points.
- Water should be applied inside the battery pack for enough time to properly cool the thermal event and stop thermal runaway. Water should be used to cool the battery until the battery shows a thermal reading of below 200 degrees Fahrenheit. Once this temperature has been reached, an atmospheric monitor should be used to difference the difference between steam and smoke. CO should present itself at or below 50 ppm and declining before cooling is stopped.
- After cooling efforts are deemed to be adequate, it should be assumed that the pack may reignite or go back into thermal runaway. Vehicle movement is a major mechanism of reignition. Battery should be checked for CO and temperature after any movement.

Prius Electrical Safety



The vehicle has high voltage DC and AC systems as well as a 12-voltage system.

DC and AC high voltage is very dangerous and can cause severe burns and electric shock that may result in death or serious injury.

Excerpt from the Toyota Prius Safety Manual

High Voltage Precautions

- Never touch, disassemble, remove, or replace the high voltage parts, cables, or their connectors.
- The hybrid system will become hot after starting as the system uses high voltage. Be careful of both the high voltage and the high temperature, and always obey the caution labels attached to the vehicle.
- Do not splash or spill liquid in the vehicle, such as on the floor, in the hybrid battery (traction battery) air vents, and in the luggage compartment. Doing so may cause the hybrid battery (traction battery), electrical components, etc. to malfunction or catch fire.



Prius Electrical Safety (cont.)



The vehicle has high voltage DC and AC systems as well as a 12-voltage system.

DC and AC high voltage is very dangerous and can cause severe burns and electric shock that may result in death or serious injury.

Excerpt from the Toyota Prius Safety Manual

High Voltage Precautions

- If electric wires are exposed inside or outside the vehicle, an electric shock may occur. Never touch exposed electrical wires.
- If a fluid leak occurs, do not touch the fluid as it may be strong alkaline electrolyte from the hybrid battery (traction battery). If it come into contact with your skin or eyes, wash it off immediately with a large amount of water or, if possible, boric acid solution. Seek immediate medical attention.
- If a fire occurs in the hybrid vehicle, leave the vehicle as soon as possible. Never use a fire extinguisher that is not meant for electric fires. Even using a small amount of water may be dangerous.
- If your vehicle needs to be towed, do so with the front wheels raised. If the wheels connected to the electric motor (traction motor) are on the ground when towing, the motor may continue to generate electricity. This may cause a fire.



Prius Vehicle Fire Safety

The NiMH battery electrolyte is a caustic alkaline (pH 13.5) that is damaging to human tissues. **To avoid injury by coming in contact with the electrolyte, wear proper personal protective equipment.**



The battery modules are contained within a metal case and accessibility is limited.

To avoid serious injury or death from severe burns or electric shock, **never breach or remove the high voltage battery pack cover under any circumstances, including fire.**



Excerpt from the Toyota Prius Safety Manual

In the Event of Fire

1. Approach and extinguish a fire using proper vehicle firefighting practices as recommended by NFPA, IFSTA, or the National Fire Academy (USA).
2. **Extinguishing agent.** Water has been proven to be a suitable extinguishing agent.
3. **Initial fire attack.** Perform a fast, aggressive fire attack. Divert the runoff from entering watershed areas. Attack teams may not be able to identify a Prius until the fire has been knocked down and overhaul operations have commenced.
4. **Fire in the HV Battery Pack.** Should a fire occur in the NiMH HV battery pack, attack crews should utilize a water stream or fog pattern to extinguish any fire within the vehicle except for the HV battery pack.
5. When allowed to burn themselves out, the Prius NiMH battery modules burn rapidly and can be reduced to ashes except for the metal.

Prius Vehicle Fire Safety (continued)

The NiMH battery electrolyte is a caustic alkaline (pH 13.5) that is damaging to human tissues. **To avoid injury by coming in contact with the electrolyte, wear proper personal protective equipment.**



The battery modules are contained within a metal case and accessibility is limited.

To avoid serious injury or death from severe burns or electric shock, **never breach or remove the high voltage battery pack cover under any circumstances, including fire.**



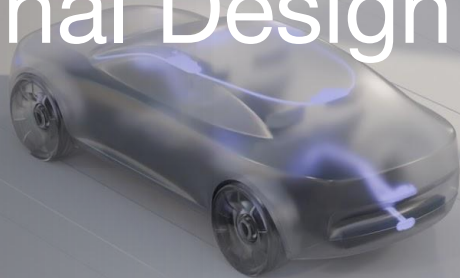
Excerpt from the Toyota Prius Safety Manual

Defensive Fire Attack

1. If the decision has been made to fight the fire using a defensive attack, the fire attack crew should pull back a safe distance and allow the NiMH battery modules to burn themselves out.
2. During defensive operations, fire crews may utilize a water stream or fog pattern to protect exposures or to control the path of smoke.

03

Vehicle Operational Design Domain





Vehicle SAE Autonomy Level

SAE Autonomy Level

The Nuro Autonomous Prius and Gravity vehicles are designed to be SAE level 4 autonomous vehicles. These vehicles are capable of performing all driving tasks within their operational design domains (ODD).

In the event a vehicle enters an out-of-scope ODD condition or experiences a failure, it will achieve a minimal risk condition and safely come to a stop.





Vehicle Minimal Risk Condition

Safely Come to a Stop

All Nuro vehicles are designed with a high level of redundancy to ensure the vehicle can continue safe operations after a single fault. If a significant fault occurs, Nuro's vehicles are programmed to activate their hazard lights and come to a safe stop.

In the case of the Nuro Autonomous Prius vehicle, an In-Vehicle Safety Operator will take control of the vehicle operation and pull the vehicle over.





Roadway Operations

Roadway Types

Driverless: The Nuro Autonomous Gravity will operate on surface streets with a posted speed limit of no more than 45 mph.

Driver-In: The Nuro Autonomous Prius and Gravity vehicles will operate on highways with a posted speed limit of no more than 70 mph.

Vehicle Speed Range

Driverless: The Nuro Autonomous Gravity has a maximum speed of 45 mph on all roads.

Driver-In: The Nuro Autonomous Prius and the Gravity vehicles operate at a maximum speed of 70 mph.





Light and Weather Conditions

Time of Day

Nuro vehicles can operate during the day or night.

Weather

Nuro vehicles can operate autonomously in fair to moderate weather conditions. This includes dry or wet pavement or asphalt, during light rain, and light to moderate fog. We do not operate in autonomous mode when the weather falls outside of these parameters.

In the event the vehicle encounters the following conditions mid-operation, it will achieve a minimal risk condition until conditions improve enough for autonomous mode to resume or for a remote operator to take control:

- Snow or icy conditions
- Heavy rain
- Heavy fog





Geographies

Where Does Nuro Operate?

As of July 2024, Nuro has active operations in California, Nevada, and Texas.

Nuro may conduct limited mapping and other operations in additional geographies.

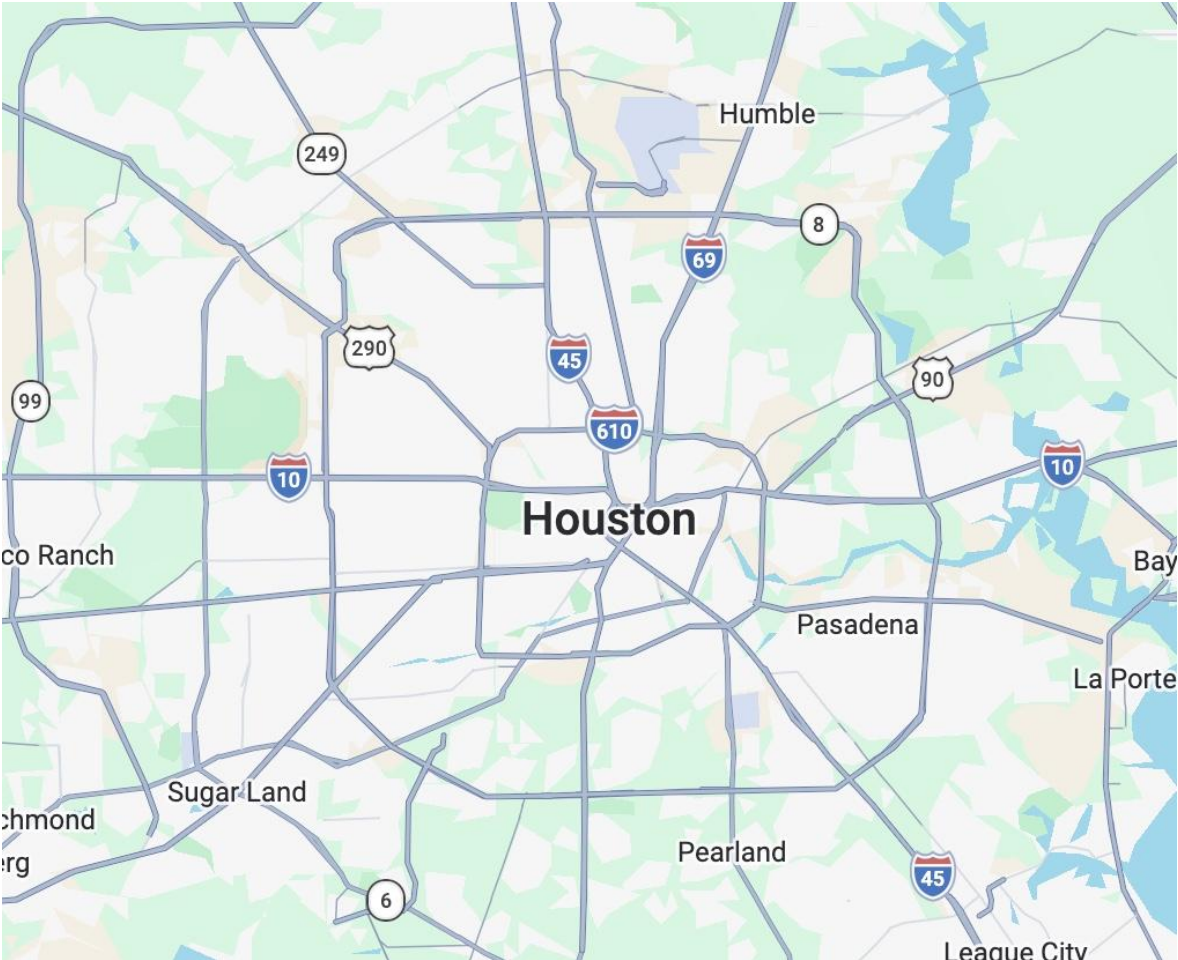
Please contact feedback@nuro.ai if you have questions about Nuro vehicles in your area.



Operational ODD in Texas

Houston Area

Nuro's Prius and Autonomous Gravity Vehicle operations are throughout the Houston area.



Thank
You.

