INFORMATION FOR FIRST AND SECOND RESPONDERS
EMERGENCY RESPONSE GUIDE

Cadillac VISTIQ

SUV / 5 Door Hatchback

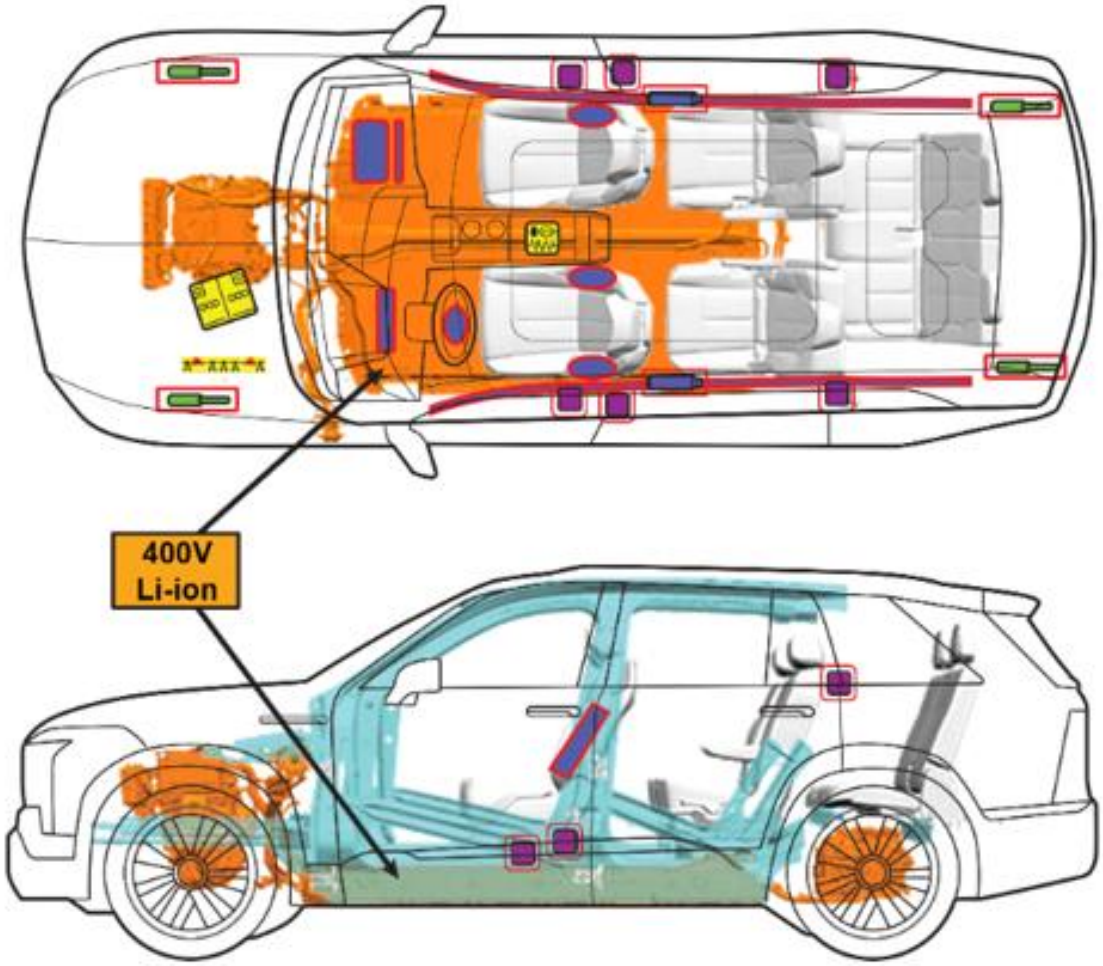
All Wheel Drive

Li-ion

Version: 2

CONTENTS

0. Rescue Sheet



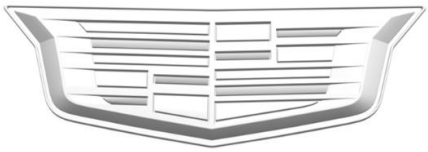
	Airbag		Strored gas Inflator		Seat belt Pretensioner		SRS Control unit		Gas strut/ Preloaded spring
	High strength zone		Battery low voltage		High voltage battery pack		High voltage Power cable component		Cable Cut Location

1. Identification / recognition

Advise Dispatch and all responders that an electric vehicle is involved.

Lack of engine noise does not mean vehicle is off: vehicle movement capability exists until vehicle is fully shut down. Always wear appropriate PPE.

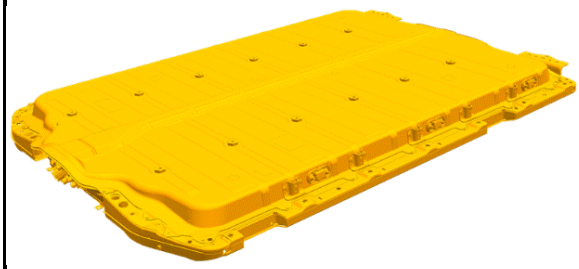
Emblems and Badging



The Cadillac Crest appears on the front grille, fenders, and rear liftgate. The liftgate emblem is used as a switch to open the liftgate.

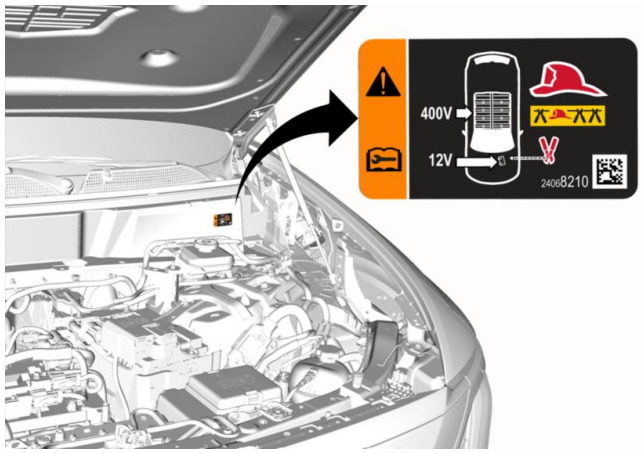
The VISTIQ emblem is on the left side of the liftgate.

High Voltage Battery Information

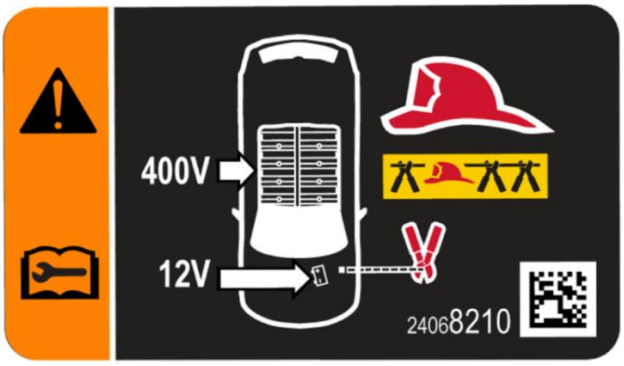


The battery is a High Voltage (Class B) Li-ion pack, that is a mounted under the vehicle and is a structural part of the floor pan.

Battery Warning Label



The battery warning label is located on the air inlet grille panel on the left side of the vehicle.



2. Immobilization / stabilization / lifting

IMMOBILIZE VEHICLE

- Block the wheels.
- Follow procedures for conventional vehicles.

Electric Parking Brake (EPB)

Applying the Electric Parking Brake

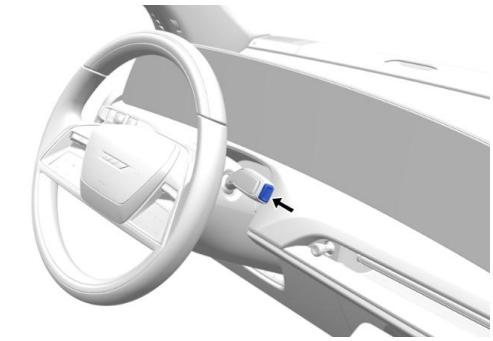
Press the EPB switch momentarily. The red parking brake status light will flash and then stay on once the EPB is fully applied.

Releasing the Electric Parking Brake

1. Turn the ignition on.
2. Apply and hold the brake pedal.
3. Press the EPB switch momentarily.

The EPB is released when the red parking brake status light is off.

Electric Drive Unit Shift Lever



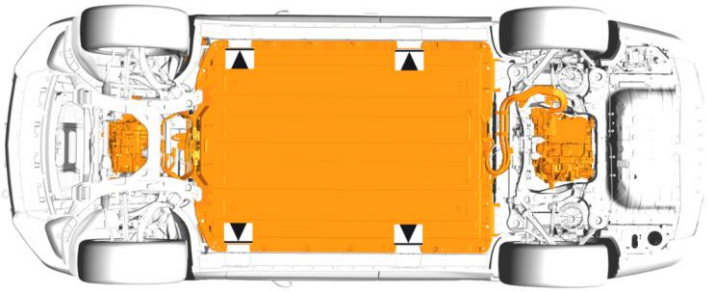
Shifting into Park

Press the button at the end of the shift lever to shift to P (Park).

Passive Power Mode (Hands-Free Start)

This vehicle does NOT have a power button. The vehicle will turn off when shifted to P (Park) and a driver exit is detected. The "Vehicle Off" symbol OFF will appear on the infotainment display and can be used to turn the vehicle off. If a collision is detected, an additional "Emergency Vehicle Off" symbol will appear on the display and can be pressed to turn the vehicle off. Refer to Section 3 for additional details.

Lifting Points



There are features on the body of the vehicle, for use as primary lifting points. Do NOT use these features as attachment points to move or tie the vehicle down.

Do NOT lift the vehicle from any locations on the high voltage battery.

3. Disable direct hazards / safety regulations

Thermal Runaway Alert and Mitigation

The vehicle is equipped with a 12v battery management system with internal fault detection, including thermal runaway alert and mitigation for the HV battery. To keep thermal runaway alert and mitigation available, DO NOT disable the 12v battery.

Automatic safety systems are enabled when low voltage power is available.

12v power is required for the vehicle's HV battery management system to operate. The system is designed to detect internal faults and, if necessary, activate thermal runaway mitigation. A "Battery Danger Detected, Safely Exit Vehicle" notification may be displayed on the instrument panel with additional information, an OnStar call may be attempted to be placed and the horn, chime, and hazard lights may activate. OnStar advisors are trained to contact first responders.

DO NOT disable the 12v battery to disable the horn.

Passive Power Mode (Hands-Free Start)

Powering Off

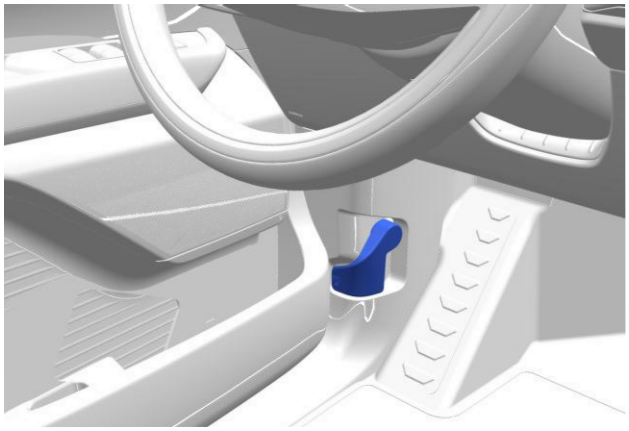
When the drive cycle has been completed and the vehicle is shifted to P (Park), the vehicle will turn off when a driver exit is detected. The vehicle can also be turned off by pressing the "Vehicle Off" symbol on the infotainment display.

If the vehicle has not been shifted out of P (Park), it will not turn off based on driver exit detection and will need to be turned off by pressing the "Vehicle Off" symbol or waiting for the automatic shutdown timeout.

If a collision is detected, an additional emergency vehicle off icon will appear on the display and can be pressed to turn the vehicle off.

The high voltage system can remain energized even when the vehicle is in the OFF state.

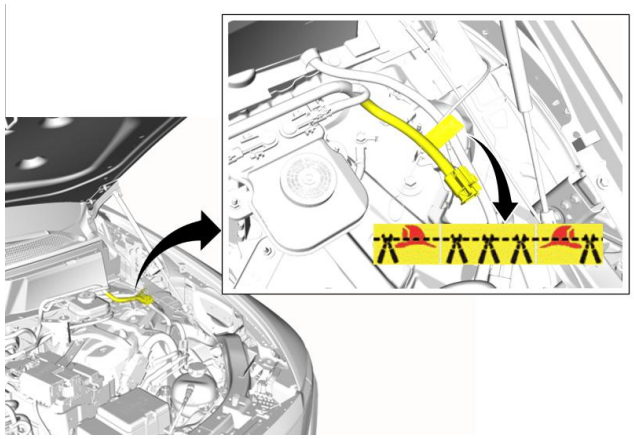
Inside Access to Hood Release



Manual Operation

1. Release the hood by pulling the hood release cable lever twice. It is on the lower left side of the instrument panel.
2. Go to the front of the vehicle and lift the hood open.

First Responder Loop Access



First Responder Loop

Open the hood to access the first responder loop.

Double cut the first responder loop on both sides of the yellow tape and remove the cut section of cable from the vehicle. Ensure that the cuts are clean and that there is no risk of loose wires touching.

This cut will disable the high voltage.

Airbags can be disabled by removing the 12v battery negative cable. This will disable the thermal runaway alert and mitigation. Consider any manipulations of power devices in the vehicle (steering wheel, power seats, windows, etc.) prior to disabling the 12v battery.

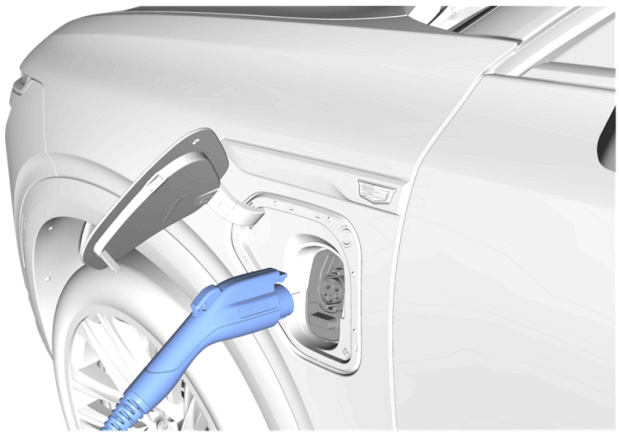
DO NOT CUT ANY ORANGE COLORED HIGH VOLTAGE CABLES.

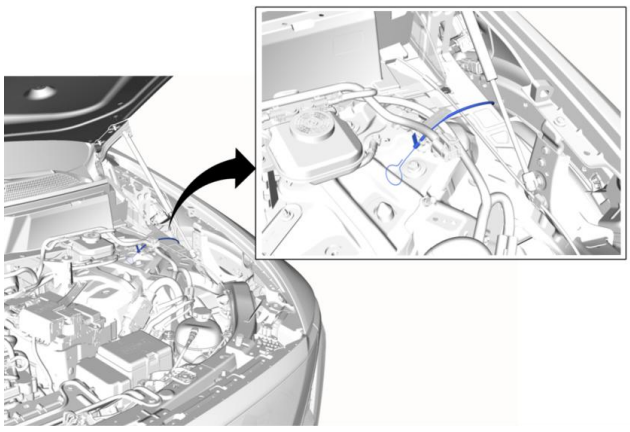
After disabling the first responder cut loop, wait at least 1 minute to allow high voltage energy to discharge.

VEHICLE AT CHARGE STATION:

If able, terminate charging by removing the charge handle from the vehicle. If enabled, the vehicle's anti-theft alarm may activate. If the charge handle will not release, a manual release loop is located under a hood.

The common charge handle is shown; Actual charger / vehicle charge inlet may change based on model year and region.





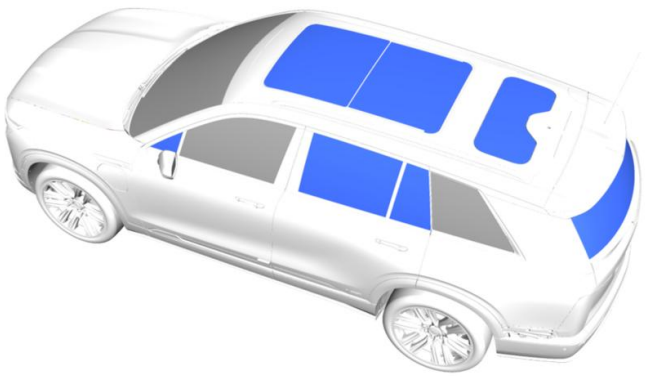
4. Access to the occupants

Refer to the vehicle *Rescue Sheet* for additional illustrations that show the locations of High Strength Structural Components, High Voltage Components, and Safety Components.

Vehicle Glass

- The windshield, front door glass and quarter glass are made of Laminated Glass.

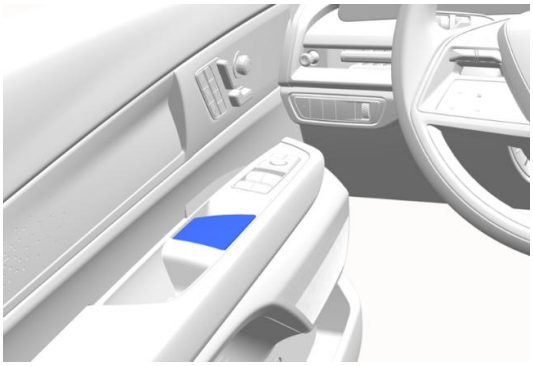
- The sunroof glass, roof fixed glass, front door fixed glass, rear door glass, rear door fixed glass and liftgate glass are made of Tempered Glass.



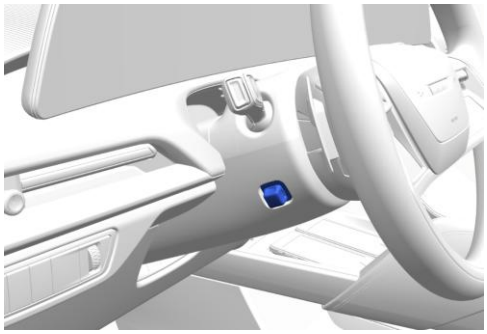
Opening a Locked Side Door

If the doors remain locked, pull **twice** on the inside door handle to gain access to the occupant at **each** seating location.

NOTE: An alternative method for rear passenger access may be necessary if the rear door child safety locks are engaged.

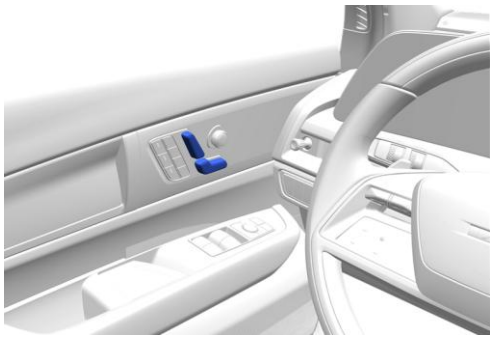


Steering Column Tilt and Telescoping Control



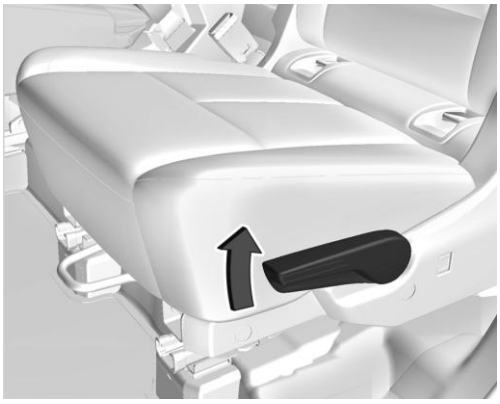
• Press the control up or down to tilt the steering wheel up or down.
• Press the control rearward or forward to move the steering wheel closer or away from you.

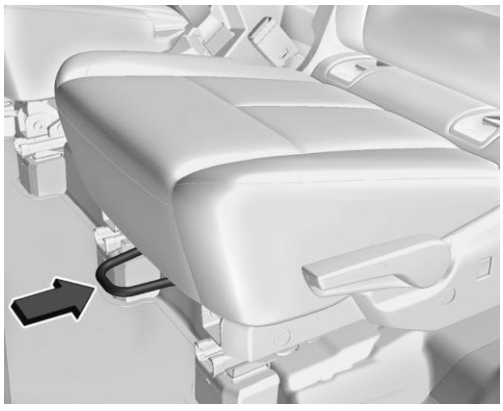
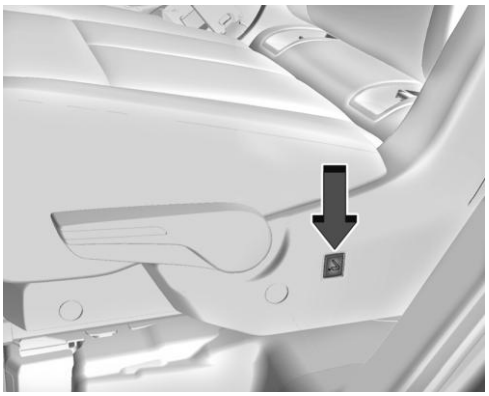
Front Seat Controls

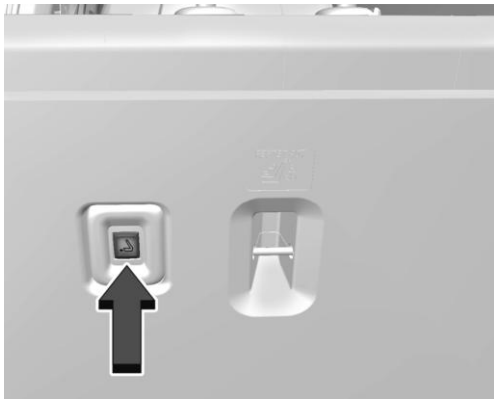


The seat switches function the same for the driver and front seat passenger.
Top Switch
Rotate the switch forward to raise the seatback and rearward to recline the seatback.
Lower Switch
• Move the seat forward or rearward by sliding the control forward or rearward.
• Raise or lower the seat by moving the control up or down.

Second Row Seat Controls – Manual

<table>
<tr><td>  </td><td>Folding the Seatback – Second Row Seat
1. Remove anything on or under the seat.
2. Pull up on the reclining seatback lever. The seatback will move forward and fold flat on top of the cushion.

Reclining Seatback
Lift the lever at the right side of the seat to move the seatback.</td></tr>
<tr><td>  </td><td>Folding the Seatback – Second Row Seat (Bench)
1. Remove anything on or under the seat.
2. Pull the strap on the seatback. Pull up on the reclining seatback lever. The seatback will move forward and fold flat on top of the cushion.</td></tr>
<tr><td>  </td><td>Seat Position – Second Row Seat
Pull the handle at the front of the seat to slide the seat.</td></tr>
<tr><td colspan="2">Second Row Seat Controls – Power</td></tr>
<tr><td>  </td><td>Folding the second-row seatback using the switch on the side of the seat cushion
1. Remove objects on the floor in front of or on the second row seat, or in the seat tracks on the floor.
2. Make sure that the seat belt is unfastened and in the stowed position.
3. Press the switch on the side of the seat cushion.</td></tr>
</table>



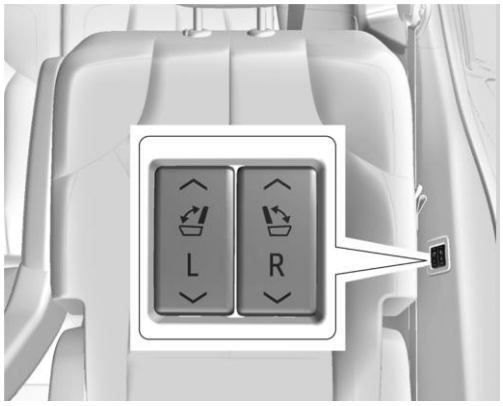
Folding the second-row seatback using the switch on the back of the seatback

1. Remove objects on the floor in front of or on the second row seat, or in the seat tracks on the floor.
2. Make sure that the seat belt is unfastened and in the stowed position.
3. Press the switch located on the seatback.

Folding the second-row seatback using the switch from the cargo area

1. Make sure that there is nothing under, in front of, or on the seat.
2. Press the switch on the side trim of the cargo area to fold the second row seatback.
3. The left switch folds the left seatback, and the right switch folds the right seatback.

Third Row Seat Controls



Folding the Seatback – Third Row Seat

1. Remove objects on the floor in front of or on the third-row seat, or in the seat tracks on the floor.
2. If the second-row seat is in the full rear position, adjust it forward to allow the third-row seat to fold fully flat.
3. To fold the third-row seatback from the second-row seating area, press the seatback folding switch on the right or left side of the second row seating area.

4. To fold the third-row seatback from the cargo area, press the seatback folding switch on the passenger side of the rear cargo area.

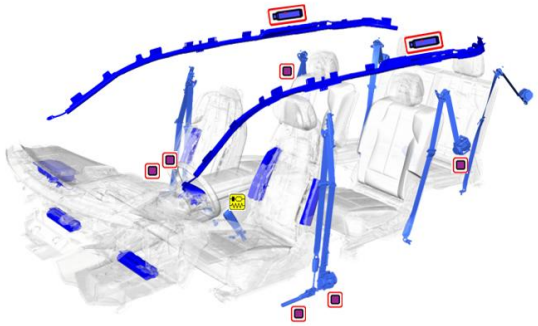
Occupant Restraint Systems

The VISTIQ is equipped with 9 airbags:

- Driver (Steering Wheel)
- Front Seat Passenger (Instrument Panel)
- (2) Front Knee Bolster Airbags
- (2) Front Seat Outboard Airbags
- (1) Driver Seat Inboard Airbag
- (2) Roof Rail Airbags

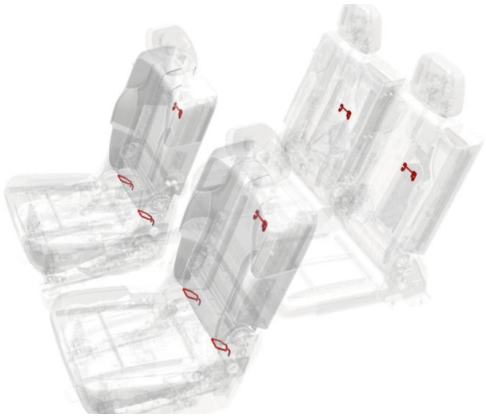
There are seat belt restraints for occupants.

The front seat belt system includes two pre-tensioners on each side. One is seat belt retractor mounted and the other is mounted to the seat belt anchor at the base of the seat. The outboard rear seat belt retractors also have pre-tensioners.

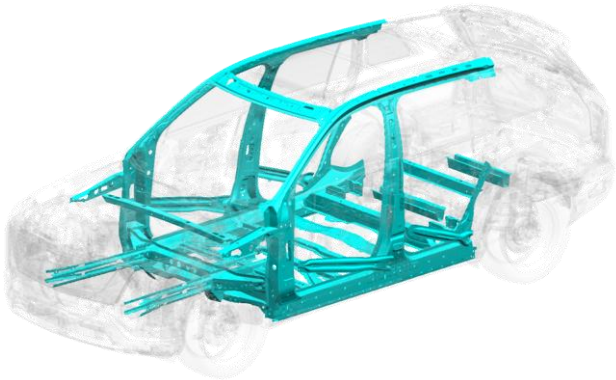


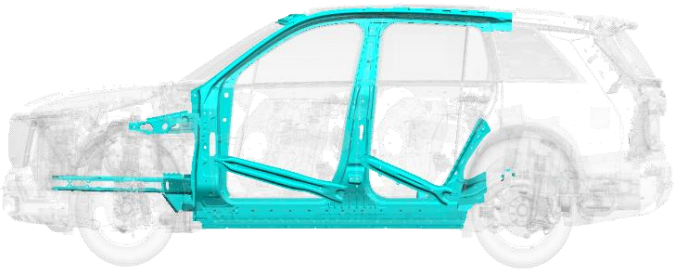
The rear seats include child seat anchor points:

- Top tether anchors behind the seatback
- The lower anchors are located in the crease between the seatback and seat cushion.



High Strength Steel Structure





The passenger compartment is protected using high strength steel in the pillars, rocker panels, door reinforcement beams, and floor structure.

As with any occupant extrication, exercise caution. The vehicle's high voltage cables and components may be energized with high voltage. Avoid touching or cutting high voltage cables or components during any rescue operation.

5. Stored energy / liquids / gases / solids	
12V Lead Acid	Low Voltage Lead Acid Chemistry Battery
400V Li-ion	High Voltage Lithium-Ion Chemistry Battery
	High Voltage Warning, potential for electric shock
	Gases emitted from the battery pack are flammable
	Gases emitted from the battery pack are toxic
	Skin contact may cause irritation. Prolonged contact with electrolyte mixture may result in more severe irritation. Flush contaminated skin with plenty of water.
	Fluids leaking inside the battery pack can become unstable and possibly a risk for a fire. Check the battery pack temperature using a thermal imaging camera.

6. In case of fire	
	High Voltage Warning, potential for electric shock
	A battery on fire will not explode.
	A battery on fire will not explode. If battery cells reach high enough temperature, they vent and release electrolyte. Battery electrolyte is flammable.
	Gases emitted from the battery pack are toxic

	Skin contact may cause irritation. Prolonged contact with electrolyte mixture may result in more severe irritation. Flush contaminated skin with plenty of water.
	Potential for eye, nose, and throat irritation with prolonged exposure.
	Always wear Self-Contained Breathing Apparatus (SCBA). Use copious amounts of water to cool the battery and to extinguish a fire. Do NOT use an ABC dry chemical extinguisher because it will not extinguish a battery fire.
	Potential for Battery Re-Ignition.

7. In case of submersion

The high voltage battery is isolated from the vehicle chassis. If the vehicle is immersed in water, you will not be electrocuted by touching the vehicle.

After the vehicle was removed from the water, do the following:

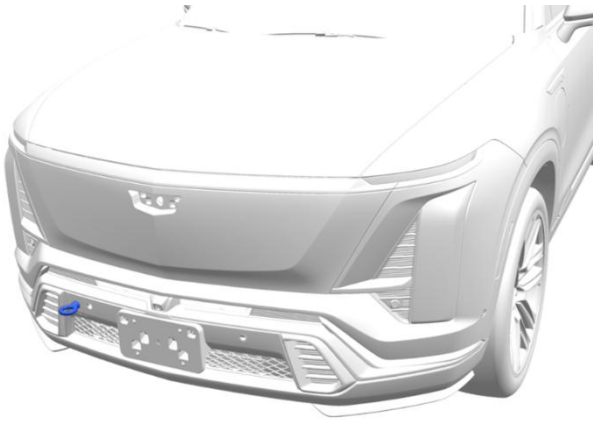
1. Allow the vehicle to dry out.
2. Perform the high voltage disabling procedure in Section 3.

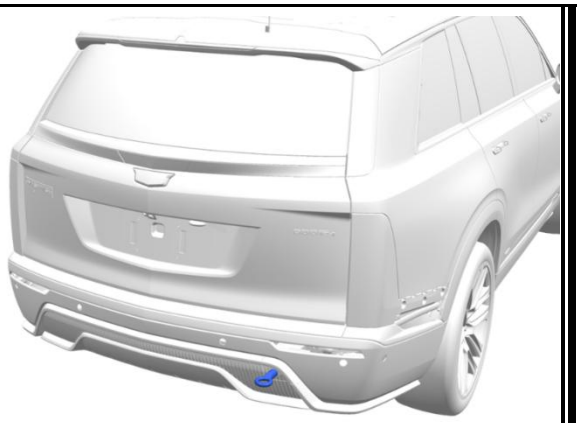
8. Towing / transportation / storage

Tow Hooks

Carefully open the cover in the fascia by using the small notch that conceals the tow eye socket.
– US/Canada (except for Puerto Rico, Virgin Islands) and Mexico market vehicles do NOT have a rear tow eye.

Install the tow eye into the socket and turn it until it is fully tightened. When the tow eye is removed, reinstall the cover with the notch in the original position.





Vehicle Towing and Transportation

General Motors recommends a flatbed carrier to transport a disabled vehicle. A wheel lift truck along with properly rated tow dollies can be used if a flatbed carrier is not available.

Moving the vehicle with the drive wheels on the ground will generate unwanted energy. Limit the movement of the vehicle to the distance required to prepare the vehicle for towing.

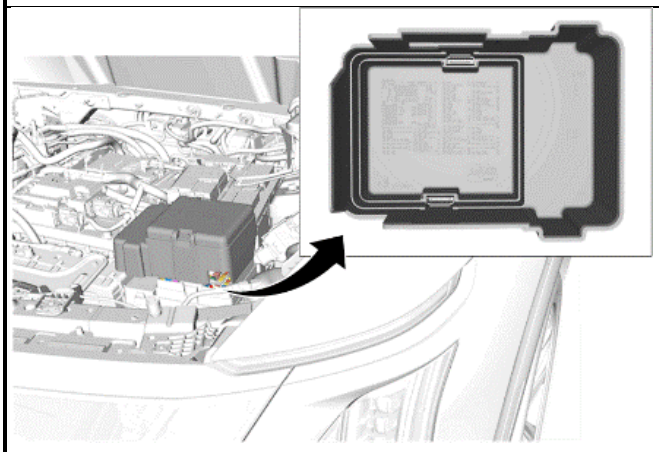
Post-Crash Vehicle Storage

Store the vehicle outside at a safe distance (15 meters / 50 feet) or separated from flammable objects.

Potential for continued hazards (rekindling/re-gassing/etc) if a damaged vehicle battery is jostled during recovery, including the towing and storage process.

After a "Battery Damaged Detected, Safely Exit Vehicle" notification or thermal runaway mitigation cycle completed, it might be appropriate to wait up to an hour before towing to a certified dealer for vehicle inspection even though evidence of a thermal event such as smoke may not be visible, and unusual odors may not be detected from the vehicle. To disable the horn to tow the vehicle, remove the horn fuse.

Horn Fuse Removal



If the horn must be disabled prior to transport, locate and remove the horn fuse from the underhood electrical center.

9. Important additional information

This vehicle is supported by OnStar, where available.

This vehicle does NOT have a power button. The vehicle will turn off when shifted to P (Park) and a driver exit is detected.

The “Vehicle Off” symbol will appear on the Infotainment Display and can be used to turn the vehicle off. If a collision is detected, an additional “Emergency Vehicle Off” symbol will appear on the display and can be pressed to turn the vehicle off. Refer to Section 3 for additional details.

10. Explanation of pictograms used

	**Electric Vehicle**		**General warning sign**		**Warning, Electricity**
	**Battery Technology**		**Lifting Points**		**Thermal Imaging Camera**
	**Flammable**		**Toxic**		**Corrosive**
	**Injury Risk**		**Use Water**		**Front Compartment Release**
	**Cable Cut Location**				