

Hyundai Premium Roadside Support. 1800 186 306



WARNING

- If severe damage causes high-voltage components to become exposed, emergency responders should take appropriate precautions and wear appropriate insulated personal protective equipment.
- Do not attempt to remove the safety plug while standing in the water.
- · Never cut or disconnect the high-voltage orange cabling and connectors without first disabling the system by removing the safety plug.
- Exposed cables or wires may be visible inside or outside the vehicle. Never touch the wires, cables, connectors, or any electric
 components before disabling the system, to prevent injury or death due to electrical shock.

Failure to follow any of these instructions may result in serious injury or death by electrocution.

- Do not cut through any component of the Airbag (SRS) system (Supplementary Restraint System).
- SRS components may remain powered and active for up to 3 minutes after the 12V electrical system is shut off or disabled.

Disconnect the battery negative cable and wait for at least 3 minutes before beginning work. Failure to follow any of these instructions may result in serious injury or death from accidental deployment of the airbag system.



Introduction

The ERG (Emergency Response Guide) provided by Hyundai describes emergency response operations, warnings, and precautions related to the vehicle. This publication is intended to provide necessary information for vehicle accident rescue operations and for the training and further education of first and second responders.

Please note that the guide may be updated by Hyundai on an ongoing basis. It is not intended for retailers, end consumers, or any other readers not mentioned in the preceding sentence.

The provided guide applies only to the Hyundai PALISADE HEV model and includes information about the location and description of high-voltage components and the vehicle's structure. However, it does not cover every scenario in emergency situations.

Failure to follow the recommended procedures during emergency response may result in death or other serious injuries. It is important to read the guide in advance as it contains necessary information about the vehicle's features and other provided content in the event of an accident.

IMPORTANT INFORMATION



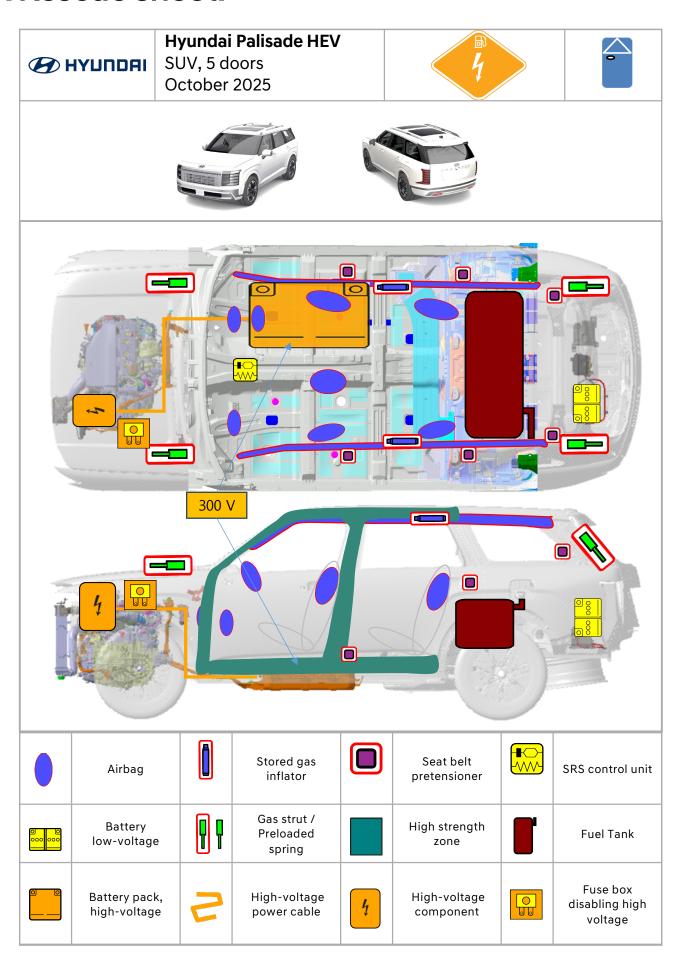
WARNING

A WARNING indicates a situation in which harm, serious bodily injury or death could result if the warning is ignored.

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O. Rescue sheet.



1. Identification/Recognition.

Purpose

This Guide is aimed at providing first and second responders with proper measures to deal with PALISADE HEV at an emergency scene. It contains general overview of the vehicle's major system and a range of different circumstances that emergency responders may encounter. The emergency rescue procedure for this vehicle model is similar to the procedure for other vehicles that do not use high-voltage system, and in that sense, this Guide provides an additional information about how to deal with the high-voltage system.

Vehicle Description

Like hybrid vehicles of other car manufacturers, the HMG's PALISADE HEV is designed to operate by using both a petrol combustion engine and a high-voltage electric motor. HMG's high-voltage system, unlike hybrid vehicles of other automobile companies, does not have to be charged with external power such as a charging port at a charging station. High-voltage batteries can be charged during driving. This type of charging is enabled by a hybrid-designated generator that generates electricity while driving and braking.



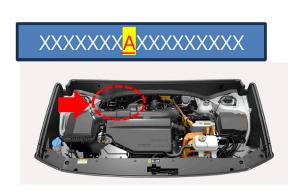
1. Identification/Recognition.

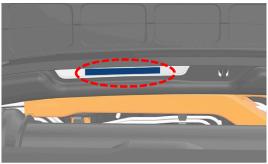
Identifying a Hyundai PALISADE Hybrid





Vehicle Identification Number (VIN)





Enlarged image of the VIN

A hybrid vehicle can be confirmed by checking the 8th letter of the VIN, located on the cowl panel under the hood — if the letter is " \underline{A} " it indicates a hybrid with a 2.5L petrol engine.

Engine Bay and Underbody



PALISADE HEV has an engine cover with "HYBRID" stamped on it.



There are orange-coloured high-voltage electrical cables in the engine bay and the underbody.

2. Immobilisation/Stabilisation/Lifting.

Immobilisation

The next step is to immobilise the vehicle to prevent its accidental movement that may endanger first and second responders and the injured. PALISADE HEV shuts down the operation of the petrol engine when in not use, and there may be some occasions where it may seem that the vehicle is turned off due to no engine noise.

When in the "READY" mode, the vehicle can move silently using only the electric motor.

Emergency responders should approach the vehicle from the sides and stay away from front and rear since they are potential moving paths of the vehicle.

Follow the steps below to immobilise the vehicle:



1. Depress the brake pedal and the P (Park) button on the side to change to the parking mode.



2. Push the parking brake switch at the left side of the sterring wheel upwards (Pic 1).

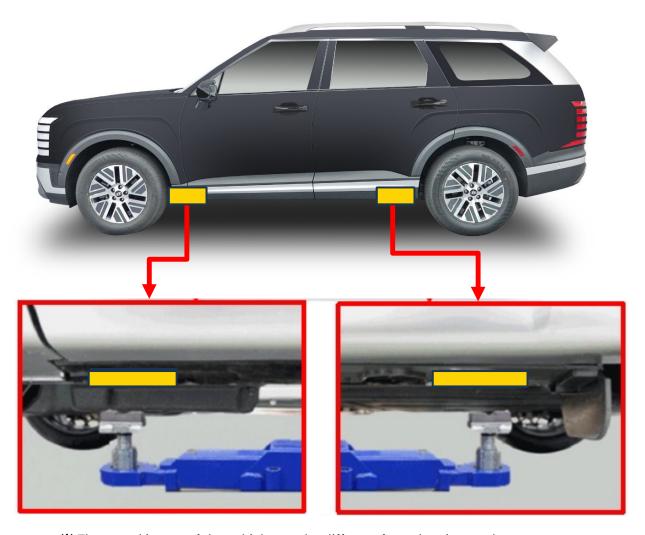


3. Choke the wheels.

2. Immobilisation/Stabilisation/Lifting.

Lifting

Use the stabilisation (lifting) points (_______) at the structural member of the vehicle, as shown in the picture below. Avoid placing cribs under high-voltage cables and other areas not normally considered acceptable.



X The actual image of the vehicle may be different from the picture above.

Deactivating (Disabling) the System

The final step in the initial response process, conducted after immobilising the vehicle, is to disable the vehicle, its SRS components, and the high-voltage electrical system. You can disable the high-voltage electrical system using either of the following methods:

I. Disabling the System – Smart key system and power button

- 1. Check the status of the READY light on the instrument panel. If the READY light is on, the vehicle is ON.
 - a) If the READY light is off, the vehicle is OFF. Do not press the POWER button as the vehicle may start moving.
 - b) To disable the system, put the shift lever in P (Park) and press the POWER button.



HEV POWER button (Loction of the shift level)

Without depressing the brake pedal

Pressing POWER Button	Button Position	Vehicle Condition		
-	OFF	OFF		
Once	ACC	Some electrical devices are operational.		
Twice	ON	The warning lights can be checked before the vehicle is started.		
Three times	OFF	OFF		

While depressing the brake pedal and the shift level in P position

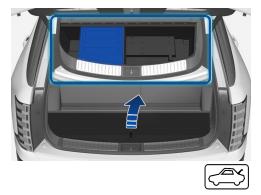
Pressing POWER Button	Button Position	Vehicle Condition
-	OFF	OFF
Once	ACC	Ready to drive

- 2. Place a smart key at least 2 meters away from the vehicle to prevent it from being restarted until the 12V lead-acid battery is successfully disconnected.
- 3. To prevent accidental restart of the vehicle, remove the (+) connector (A) of the 12V battery located in the luggage room (rear of the vehicle).









NOTICE

Before disconnecting the 12V battery, open the windows, unlock the doors, and open the tailgate if necessary. Once the 12V battery is disconnected, window and door power controls will not operate.

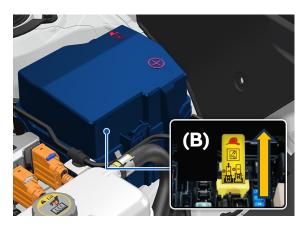
4. Disconnect the high-voltage disconnect switch, as shown below, to disable the battery.



a) Open the fuse box (A) located at the left side of the engine bay.



b) Pull the high-voltage disconnect switch (B).



 \divideontimes A switch is not completely pulled out, which is normal.



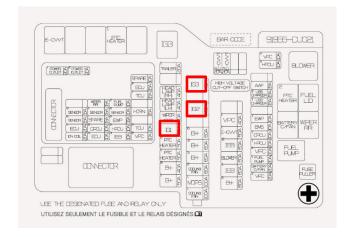
II. Disabling the system - Removing an IG relay (auxiliary method)

- 1. Open the hood.
- 2. Remove the fuse box cover.

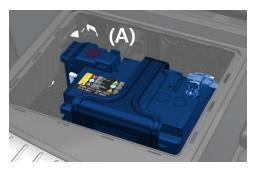


3. If the vehicle cannot be disabled using the POWER button, pull out IG1, IG2, and IG3 relays in the fuse box under the bonnet. If the IG relays cannot be located, pull out all the fuses and relays in the fuse box.

X IG1 : 50A, IG2/3 : 40A



4. To prevent accidental restart of the vehicle, disconnect the (+) connector (A) of the 12V battery located in the luggage room (rear of the vehicle).







NOTICE

Before connecting the 12V battery, open the windows, unlock the doors, and open the tailgate if necessary. Once the 12V battery is disconnected, window and door power controls will not operate.

Keep in mind that if both the aforementioned measures are not possible, there is a likelihood that the SRS system will suddenly activate and the high-voltage system will not be shut down.

WARNING



Electrocution Risk!

- Make sure to shut down the high-voltage system before performing any extrication operations. Wait for at least 5-10 minutes after shutting down the system to ensure that the high-voltage capacitor is sufficiently discharged.
- Exposed cables or wires may be visible inside or outside the vehicle. To prevent severe injury or death from electric shock, never touch the cables or wires before disabling the high-voltage system.
- Failure to follow any of these instructions may result in injury or death from electrocution.

WARNING



Explosion Risk!



- The SRS components may be suddenly activated. Do not cut the SRS components.
- SRS components may remain powered or activated even after the 12V electrical system is shut down or disabled. Disconnect the (-) cable of the battery and wait for at least 3 minutes before performing any operations.
- Failure to follow any of these instructions may result in injury or death from an explosion.

4. Access to the occupants.

Initial Response

In case of emergency, an initial response operation for PALISADE HEVs should be conducted in the following procedure. For operations other than those presented below, we advise that first and second responders follow their standard procedure or guideline when performing such operations. Keep in mind that if the vehicle is damaged due to an accident, the high-voltage safety system may be compromised and there may be a risk of electrocution. Familiarise yourself with safety precautions, and wear appropriate Personal Protective Equipment (PPE), such as electrical gloves and boots. Remove all metallic jewellery, including watches and rings, before starting operations.

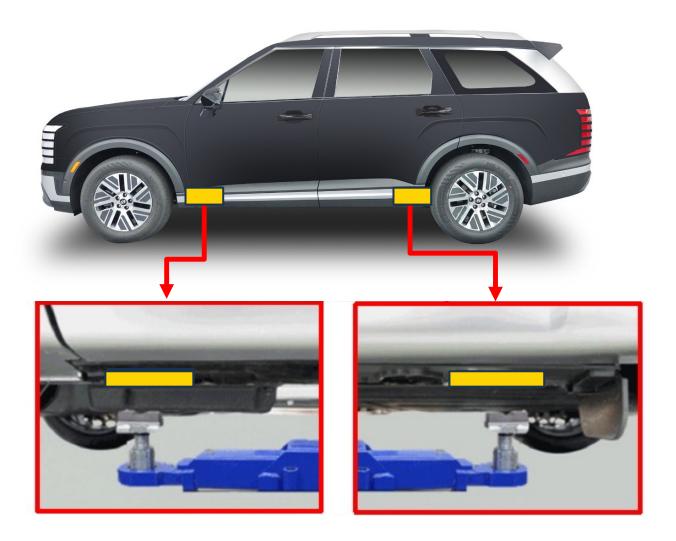
Identify

When performing an extrication operation for PALISADE HEV, the first and second responders should always assume that the vehicle is equipped with the high-voltage system and identify the vehicle model with the VIN as explained in the identification/recognition section of this Guide. Responders should thoroughly inspect every aspect of the vehicle by using the vehicle identification mark under the hood and inside the vehicle.

4. Access to the occupants.

Extrication

An extrication operation for PALISADE HEV is similar to an extrication procedure for other existing vehicles, but there are some notable exceptions that require special attention. Identify, immobilise and disable the vehicle as described in the initial emergency response section before starting an extrication operation.



Vehicle Stabilisation

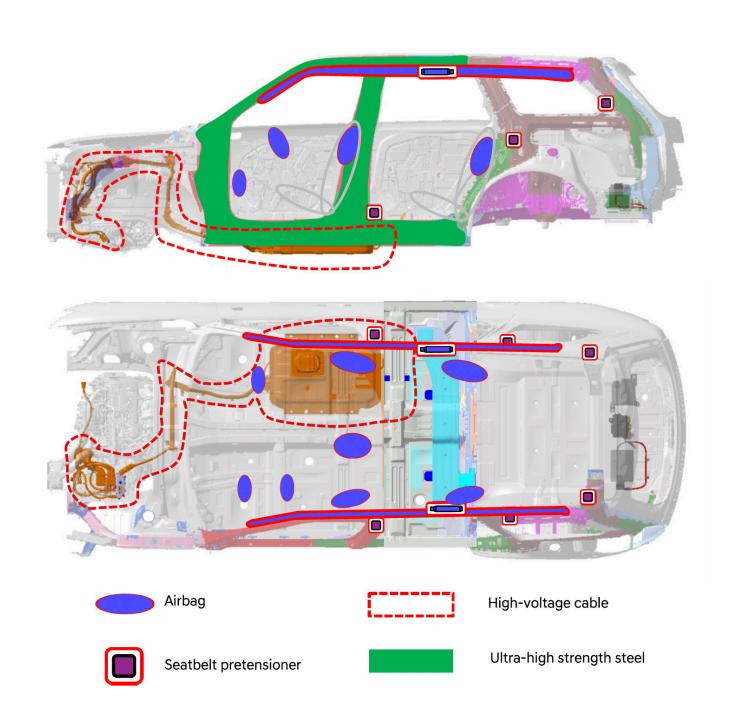
Use standard stabilisation (lifting) points () as in the picture above. Always be sure to connect to a structural member of the vehicle and avoid placing cribs under high-voltage cables, pipelines, and any other areas not normally considered acceptable.

4. Access to the occupants.

Precautions for Vehicle Body Cutting

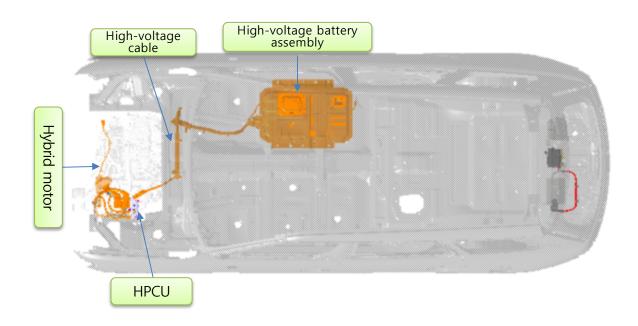
We recommend that first and second responders follow their organisation's standard operating procedures when performing an extrication operation on PALISADE HEV.

When cutting the vehicle, emergency responders should take extra caution so that the SRS, orange-coloured high-voltage cables, and other high-voltage components are not cut or broken. Ultra-high strength steel is used in the yellow-coloured areas, and they can be challenging or extremely difficult to cut with general tools.



5. Stored energy/Liquid/Gases/Solids.

Location of Vehicle Components



нрси	Hybrid Power Control Unit			
Hybrid motor	When current flows through the coil, it generates a magnetic field, causing the motor to rotate and produce torque.			
High-voltage battery	It supplies electrical current to the motor and stores electricity generated.			
High-voltage cable	All high-voltage cables are in orange colour as per the Society of Automotive Engineers (SAE) Standards.			

WARNING



Electrocution Risk!

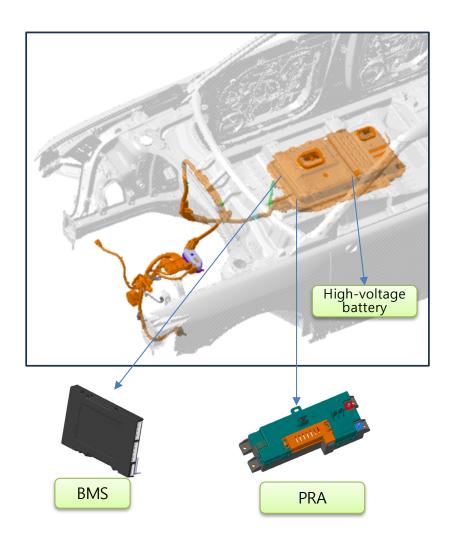
- Never cut the orange-coloured high-voltage cables before removing the safety plug to disable the high-voltage battery system.
- Exposed cables or wires may be visible inside and outside the vehicle. Never touch the cables or wires before disabling the high-voltage system to prevent severe injury or death from electrocution.
- Failure to follow the above instructions may result in severe injury or death from electrocution.

5. Stored energy/Liquid/Gases/Solids.

Location of Vehicle Components

High-voltage Batteries

A high-voltage lithium-ion polymer battery is located on the right side of the middle of the vehicle.



Battery Management System (BMS)

Located in the high-voltage battery assembly, it measures various factors and protects high-voltage batteries to maintain the optimal performance of the batteries.

Power Relay Assembly (PRA)

Located in the high-voltage battery pack assembly, it controls the power circuit between the high-voltage battery and the HPCU.

6. In case of Fire.

6.1 HEV Fire Characteristics and Precautions

Since battery fires have characteristics different from internal combustion engine vehicle (ICEV) fires, a special care is required when extinguishing such fires. Hybrid vehicles use a high-voltage battery pack and fossil fuels, and HEV fires present a greater risk, and there is also a risk of explosion and reignition.

High-voltage Electricity System

Since hybrid vehicles use the high-voltage battery system and internal combustion engines, make sure to shut down the high-voltage system power and stop operation of the fuel pump before approaching a fire scene. Locate the high-voltage battery pack, wires and electrical components and wear appropriate Personal Protective Equipment (PPE), such as electrical gloves and boots, to avoid an electrocution risk.

Risk of Battery Fire

If a hybrid vehicle catches fire, its lithium-ion batteries may explode and there is a risk that the fire may spread. When lithium-ion batteries are exposed to the temperature of 148°C or higher, electrolytes may decompose, leading to gas emissions. Fire may break out again if the gas is ignited by a flame, spark, or other ignition sources.

Concurrent Use of Fossil Fuels (Petrol or Petroleum Products)

HEVs use fossil fuels. Check if there is any leak in the transporting and storage device of fossil fuels, fuel line connector, etc., and get prepared for a possible risk of ignition.

Use of a Large Volume of Water

When suppressing hybrid vehicle fires, it is important to lower the temperature of the high-voltage battery cell by using a large volume of water. The amount of water required for suppressing HEV fire may be much more than that required for other general vehicles. Since fire extinguishing agents other than water (e.g. CO₂ fire extinguisher, powder extinguisher, etc.) have no effect in suppressing HEV battery fires but are able to put out fossil fuel fires, it is recommended that you make an appropriate decision depending on the situation.

Setting a Danger Zone

Prohibit the access of persons other than emergency responders to the fire scene and set an area having a possible risk of explosion as a danger zone for proper control of the area. In the event where a fire, submersion, or collision involves high-voltage batteries, always place the vehicle in an open area at least 15 meters away from inflammables.

Prevention of Reignition

Even after the high-voltage battery fire appears to have been extinguished, reignition or delayed ignition may occur. Use a thermal imaging camera to ensure the high-voltage battery is completely cooled before leaving the fire scene. Advise subsequent emergency responders that there is a risk of battery fire reignition. Even after a fire suppression operation is completed, stand by on the scene for a certain amount of time to monitor the situation.

Caution Against Toxic Gas



A burning battery may release toxic gases, such as hydrogen fluoride, carbon monoxide, and carbon dioxide. Use Self-Contained Breathing Apparatus (SCBA) with full protective gear.

Since fire suppression operation can pose serious risks to the respiratory system, be sure to wear the SCBA at all times during the operation.

6. In case of fire.

6.2 Fire Extinguishing Kit

1. Personal Protective Equipment (PPE)

- Chemical / high-temperature protective clothing: Wear gear to protect against chemicals and high temperature
- Electrical gloves and boots: Wear insulated gloves to avoid a high-voltage electrocution risk
- Safety helmets and goggles: Wear a helmet and goggles to protect against falling objects and from smoke
- Respiratory protective gear (e.g. SCBA, respirator)
 - Wear respiratory protective gear to prevent inhalation of toxic gases and smoke

WARNING



Irritant Materials Caution!





- The high-voltage battery contains stimulants and sensitisers. Wear Personal Protective Equipment (PPE) and Self-Contained Breathing Apparatus (SCBA) to avoid contact with stimulants and sensitisers.
- Electrolyte solution is an eye-irritant substance. If the solution comes into contact with your eyes, rinse them thoroughly.
- Electrolyte solution is a skin-irritant substance. If the solution comes into contact with your skin, wash off the affected area with soap and water.
- Electrolyte liquid or fumes coming into contact with water will create vapours in the air from oxidisation. These vapours may irritate skin and eyes. In the event of contact with vapours, rinse the affected area with plenty of water and consult a doctor immediately.
- Electrolyte fumes can cause respiratory irritation and acute intoxication when inhaled. Inhale fresh air and rinse your mouth with water. Consult a doctor immediately.

2. HEV Fire Extinguishing Kit

Fire blanket & portable water tank: To effectively suppress HEV fires

- Thermal imaging camera: To monitor the temperature of batteries and the affected area
- Cutting tools (e.g. cutter, circuit breaker): To shut down the power and perform an extrication operation

6. In case of Fire.

6.3 HEV Fire Suppression

Control the fire scene and set a danger zone to limit the access of persons other than responders. HEV battery fire has a risk of reignition. When extinguishing the fire, be sure to keep a safe distance from it. Use a large volume of water to prevent the spread of fire in the initial stage of response, and afterwards, use a portable water tank, etc. to put out the fire.

Spraying a Large Volume of Water

It is crucial to use a large volume of water to suppress fires involving HEV batteries since such type of fire is highly likely to be reignited. Use a high-pressure hose to spray a large volume of water directly onto the battery pack, or especially the area where flames are rising. In this way, you can inject water into the battery pack and effectively lower the heat. Constantly spray water at least for tens of minutes to a few hours until the battery is completely cooled down. On average, a large amount of water is required for HEV fire suppression (but less than 22,340 – 26,200 litres recommended for suppression of general electric vehicle fires).

Submerging the Vehicle in Water

Suppressing the fire as part of the initial response and moving it to a safe place and submerging the vehicle in a container full of water or a portable water tank is the most effective way to extinguish fire. Leave the vehicle submerged for more than 72 hours so that the batteries are submerged and cooled. Depending on the type and size of the water tank, the amount of water required may vary from 5,000 litres to 14,300 litres.

(water tank size: 500x200x50 - 650x400x55).

6.4 Things to Consider During Fires Suppression



High-voltage Battery Pack Handling Caution

Be careful not to physically access to or impact the battery pack during fire suppression. This may increase the risk of electrocution and explosion. If there is an opening in the battery as a result of collision or damage, spraying directly onto the opening part will effectively extinguish a fire. However, never attempt to forcibly penetrate the battery to inject water into it.

Electrocution Risk



Since spraying onto HEV batteries may cause electrocution, fire responders should always wear protective gear and avoid direct contact with the battery.

Refraining from Use of Fire Extinguishing Agents Other Than Water

Non-active fire extinguishing agents, such as CO₂, powder extinguishing agent, or foam extinguishing agent, are not effective in suppressing HEV fires, but may worsen the fire. The most effective way to put out a fire is to use water.

6. In case of fire.

6.5 Prevention of Reignition

Unlike other vehicle fires, hybrid vehicle fires have a higher risk of reignition even after they have been put out due to the characteristics of their high-voltage batteries. Therefore, follow-up measures are required after suppressing the HEV fire to confirm whether the fire has been completely put out and to prevent reignition.

Use of Thermal Imaging Camera



A thermal imaging camera can measure the temperature of the battery cell and the surrounding area without physically touching the target area. It is also useful for detecting any heat of the area where it is difficult to see with the naked eye. Measure the temperature of the entire vehicle and high-voltage battery pack repeatedly by using the thermal imaging camera to see if the temperature remains stable. If the fire is completely suppressed, the temperature of all areas measured should be even and stable.

Standard for Judging Complete Fire Suppression

Submerge a battery in a water tank for at least 72 hours and use a thermal imaging camera to check the battery temperature. If the temperature remains stable for 1 hour, there is no likelihood of reignition.

In the event where using a thermal imaging camera is difficult, check whether no reignition occurs for a certain amount of time (at least 24 hours) after submersion.

6.6 Post-Suppression Operation

Checking Battery Safety

After putting out a fire, firefighters should confirm whether the fire has been successfully suppressed, and thoroughly confirm the safety of the battery pack and battery. If necessary, the vehicle should be inspected by a manufacturer or a professional technician.

Moving the Vehicle to a Safe Place

Where a fire has been successfully extinguished, move the vehicle to a safe place to prevent any further risk.

6. In case of Fire.

6.7 Response Measures When Exposed to Chemicals

In the event of inhaling electrolyte fumes or skin contact with electrolyte solutions, it is recommended that you consult a doctor even when the symptoms look mild.

1) Skin Contact with Electrolyte Solutions

Immediate Rinsing

In the event of skin contact with electrolyte solutions, immediately rinse with clean water for at least 15 minutes. Prompt rinsing is crucial since chemicals may penetrate the skin and cause a burn.

First Aid and Getting Medical Help

If you have serious skin irritation or a burn on the skin, administer first aid and immediately get medical help.

2) When Getting Electrolyte Solution in Your Eyes

Immediate Rinsing

If you get electrolyte solution in your eyes, rinse your eyes with clean water for at least 15 minutes. When rinsing, open your eyes to the fullest extent and remove any contact lenses, etc.

First Aid and Getting Medical Help

If you have a severe eye burn or irritation due to chemicals, immediately get medical help.

3) Response Measures for Smoke Inhalation

Inhaling Fresh Air

Inhalation of electrolyte fumes may cause respiratory irritation and acute intoxication. In case of inhaling electrolyte fumes, immediately leave the fire scene, breathe fresh air and rinse your mouth with water and consult a doctor.

When Having Respiratory Symptoms

If you have respiratory symptoms, such as a cough, shortness of breath, or chest pain, immediately seek medical attention. If oxygen deficiency or serious toxic gas inhalation is suspected, you may need an oxygen mask under the instructions of the medical personnel.

7. In Case of Submersion.

Submersion

Some emergency responses can involve a submerged vehicle. Submerged PALISADE HEV does not have high-voltage components on the vehicle body or framework. It is safe to touch the vehicle body or framework – whether it is under water or on land – unless there is severe damage to the vehicle. In the event where the vehicle is fully or partially submerged, retrieve the vehicle from water before attempting to disable the vehicle. Drain water from the vehicle. Use one of the methods described earlier to disable the vehicle.

WARNING



- If high-voltage components are exposed due to severe damage to the vehicle, responders should handle the high-voltage system in accordance with the precautions and wear appropriate personal protective equipment.
- Do not remove the safety plug while the vehicle is under water.
- Failure to follow these instructions can lead to death or serious injury from electrocution.

8. Towing/Transportation/Storage.

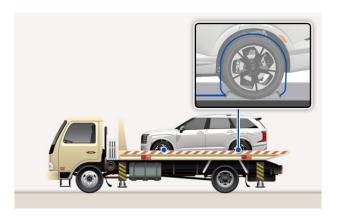
Towing

Towing PALISADE HEV is not different from towing a petrol-engine vehicle. If emergency towing is necessary, we recommend that you use an authorised Hyundai service center or a professional tow-truck service.

Proper lifting and towing procedures are necessary to prevent damage to the vehicle. Since the vehicle has an All-Wheel-Drive (AWD) power train, the use of wheel dollies or flatbed is recommended. The detailed towing instructions are as described below.









CAUTION



- Do not tow with sling-type equipment or with the front wheels on the ground. It is not a proper way to tow PALISADE HEV.
- Always use wheel lifting or flatbed equipment to prevent any damage to the vehicle.
- Not using the proper towing method can cause damage to the vehicle or additional accidents.
- When towing the vehicle equipped with side airbags, make sure to turn off the vehicle. If the vehicle leans to one side with POWER ON, the system may detect it as rollover, leading to deployment of side airbags.

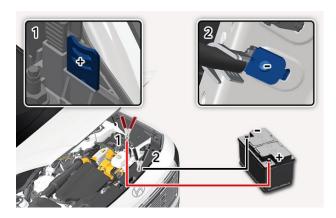
9. Important additional information.

Jump-starting

If the vehicle does not start, try jump-starting it.

- 1. Position the vehicle close enough that the jumper cables can reach, but ensure the cables do not touch.
- 2. Avoid approaching any moving parts in the engine compartment even when the vehicle is turned off.
- 3. Turn off all electrical devices such as radios, headlights, air conditioning, etc. Put the vehicle to P (Park) and engage the parking brake.
- 4. Open the bonnet and the fuse box cover (A) on the driver side. Connect one red clamp of the jumper cable to the positive (+) terminal (1) of the dead battery and the other red clamp to the positive (+) terminal of the working battery.
- 5. Connect one black clamp to the negative (-) terminal of the working battery and the other clamp to the negative (-) terminal (2) of the dead battery or uncoated/unpainted latch or vehicle body of the dead vehicle.





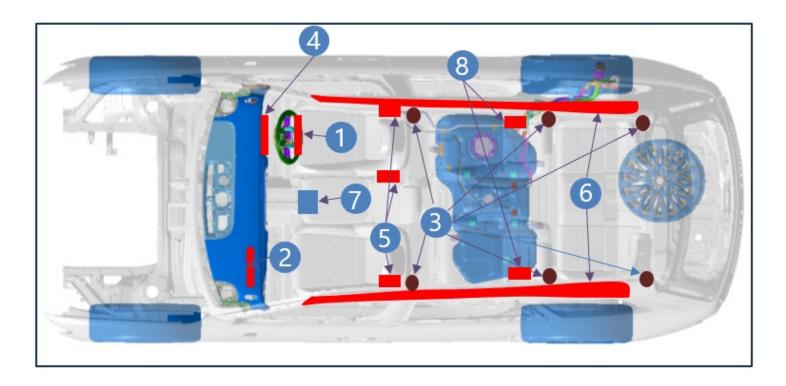
- 6. Start the engine of the discharged vehicle within about 15 seconds.
- 7. Park or drive the vehicle for 30 minutes with the READY to DRIVE indicator on.
- 8. If the vehicle starts, disconnect the jumper cable connected to the negative terminal first and then disconnect the jumper cable connected to the positive terminal.
 - o If the cause of battery discharge is not clear, have it inspected or repaired.

CAUTION



- Do not connect the cables to or near any part that moves when starting the vehicle.
- Do not connect jumper cables to anything other than correct battery terminals or ground.
- Do not lean over the battery when jumper cables are connected.
- Do not jump-start another vehicle with this vehicle.

9. Important additional information.



- 1. Front airbag (Driver side)
- 2. Front airbag (Passenger side)
- 3. Seat Belt Pretensioner (BPT)
- 4. Knee airbag (Driver side)
- 5. Side airbags (Driver & passenger sides)

- 6. Curtain airbags (Left & right)
- 7. Supplemental Restraint System Control Module (SRSCM)
- 8. Second-row side airbags (Left & right)

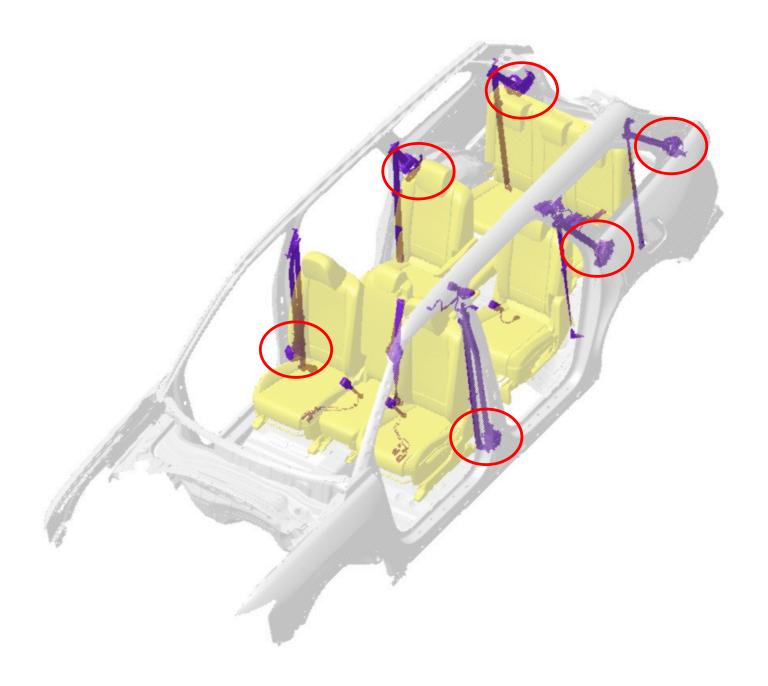
WARNING



- Do not cut the airbags marked in red colour as shown in the above image.
- Airbags can remain powered and active for a maximum of 3 minutes even after the 12V electrical system is shut down or disconnected. Wait at least 3 minutes after disconnecting the cable connected to the (-) terminal to start any operation.
- Failure to follow any of these instructions may result in serious injury or death from accidental deployment of the airbag system.

9. Important additional information.

Seat Belt System (Pretensioner Location)



10. Explanation of pictograms used.

	Airbag		Stored gas inflator		Seat belt pretensioner		SRS control unit
0000	Battery Iow-voltage		Gas strut / Preloaded spring		High strength zone		Fuel tank
	Battery pack, high-voltage	2	High-voltage power cable	4	High-voltage component	**************************************	Cable cut
<u> </u>	General warning sign	0	Fuse box disabling high-voltage	The state of the s	Hybrid Electric Vehicle	[t-\lambda in SS]	Use thermal infrared camera
A	Warning, Electricity		Use water to extinguish the fire		Bonnet		Boot
	Acute toxicity		Corrosives	(*	Environmental hazard		Explosive
	Flammable	③	Hazardous to the human health				



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