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.

HYUNDAI

Overview

This Emergency Response Guide has been prepared by Hyundai Motor Company to provide emergency responders with information relating to rescue operations involving the Hyundai Staria Hybrid. The guide explains emergency response procedures, warnings, and safety precautions associated with the vehicle. It is intended to support accident rescue operations, as well as the training and ongoing education of emergency response personnel. This publication is intended solely for emergency responders and related training personnel. It is not intended for use by dealerships, vehicle owners, or other readers not specifically identified above.

Hyundai Motor Company may revise and update this guide periodically. The information contained in this edition applies only to the Hyundai Staria Hybrid model. It includes details regarding the vehicle structure, the location and identification of high-voltage components, and other information relevant to emergency response activities.

While this guide provides important information and recommended procedures for emergency situations, it cannot address every possible rescue scenario. Failure to follow the recommended emergency response procedures may result in death, serious injury, or significant property damage. Emergency responders are encouraged to review this guide in advance to familiarise themselves with the vehicle's features, systems, and safety considerations before an incident occurs.

WARNING

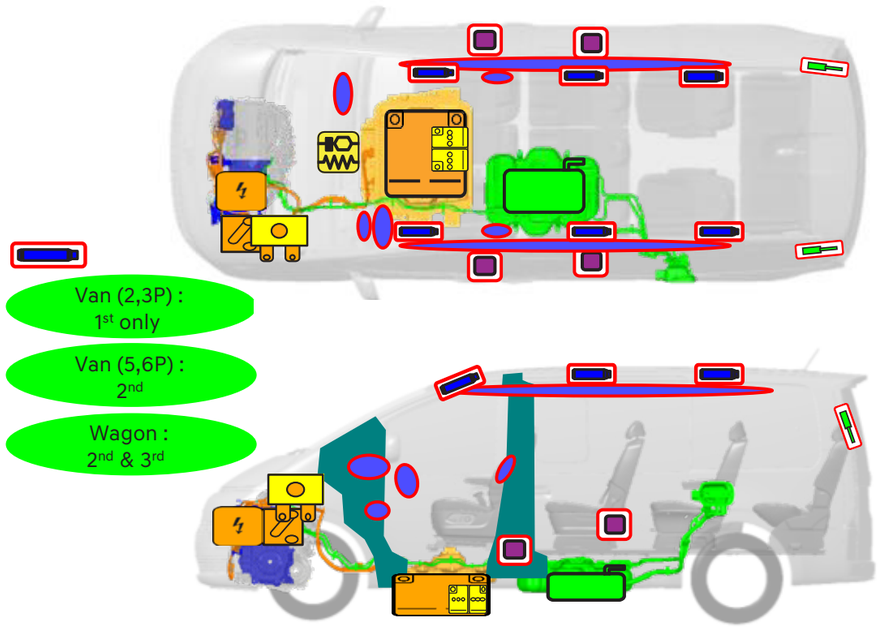
The "Warning" sign indicates that failure to follow instructions under the Warning section may result in severe damage, bodily injury, or death.

Contents.

0. Emergency Response Summary (Rescue Sheet).

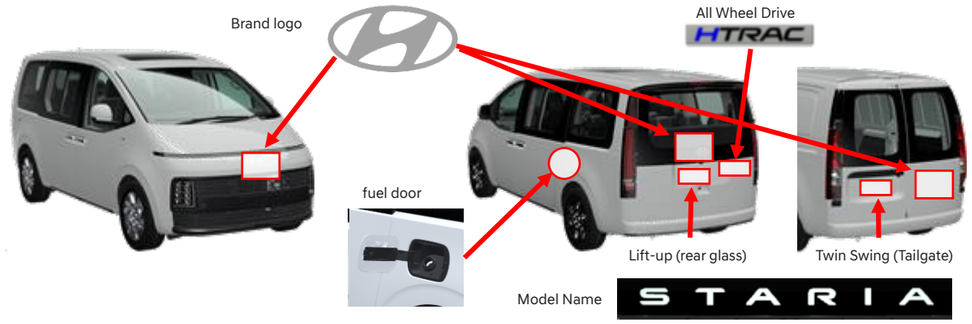
Hyundai STARIA US4 Hybrid.

MPV 2025 Year 12 Month



	Airbag		Airbag inflator		Seatbelt pretensioner		SRS airbag		High voltage Related Sections
	Vehicles Anti-tip System		Gas lifter		High tensile strength flooring Application Section		High voltage Battery		High voltage Wiring harness
	12V Battery		Low voltage Ultra capacitor		Fuel tank		High voltage blocking device		High voltage Battery deactivation fuse box

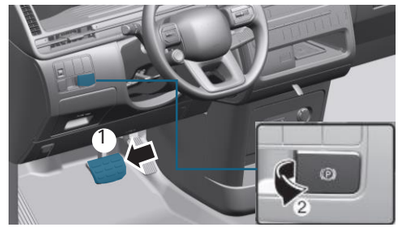
1. Identification/recognition.



2. Vehicle securing/Vehicle stabilisation/Vehicle lifting.

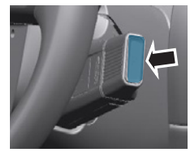
Vehicle Anchorage

1



1. With the vehicle stationary, apply the brake pedal, then pull the electronic parking brake switch.

2

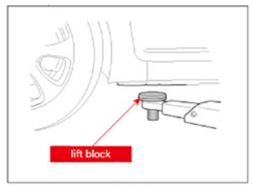


Electronic type (Press the 'P' button)

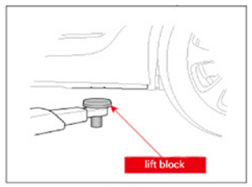
Mechanical shift (Shift the lever to 'P')

2. For automatic transmission vehicles, depress the brake pedal, then shift, the gear lever into Park.

Locations where undercarriage lifting is possible:



[front]



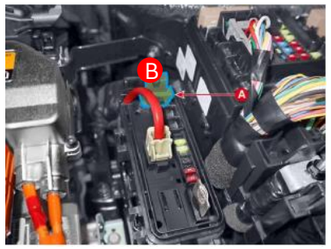
[back]

3. Deactivation of Direct Hazards/Safety Regulations.

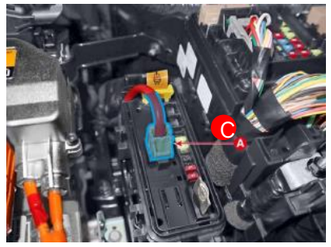
How to Access High/Low Voltage Switches

1. Pull the hood opening lever located on the driver's side.
2. In front of the vehicle, push the hood second release lever to the left while raising the hood.
3. Wear a fire helmet and remove the sub-junction block cover (A).
4. The high-voltage switch is located inside the fuse box.

- Sub-junction block cover (A)



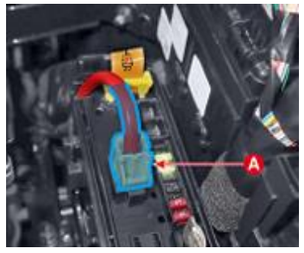
- High-voltage switch (B)



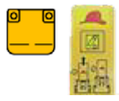
- Low voltage switch (C)

Disabling the engine

• Low-voltage battery



- Disconnect the main power supply to the junction box (A)

• High-voltage battery 

1. High-voltage safety interlock
2. Pull upward to shut down high voltage system

WARNING **High-voltage safety interlock!**

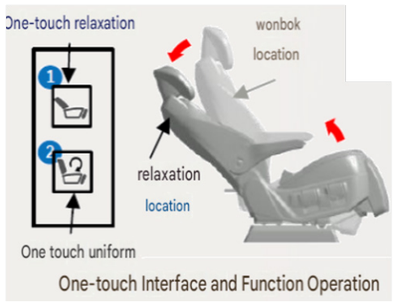
Remains in its housing after pulling up & shutting down High-voltage system

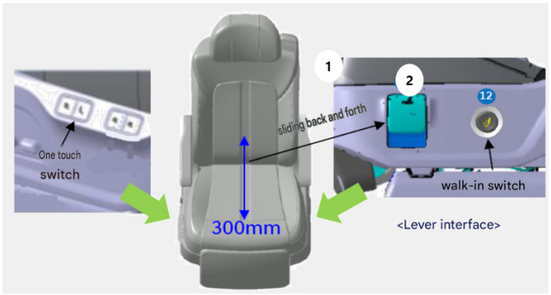
4. Passenger Access.

How to adjust the seat

1. Forward and backward position adjustment
2. Backrest angle adjustment
3. Adjust cushion angle
4. Adjust cushion height
5. Lumbar support adjustment

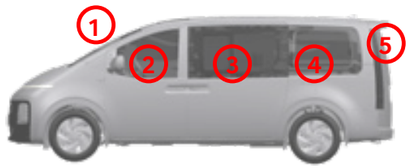
How to use the second-row comfort relaxation seat (Lounge 7P)





Glass

1. Laminated glass
2. Tempered glass
3. Tempered glass
4. Tempered glass
5. Tempered glass



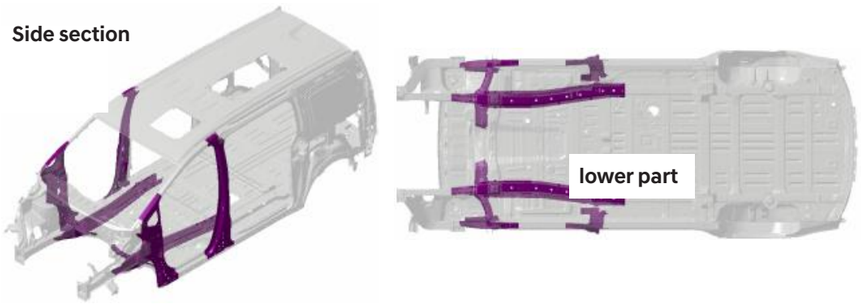
4. Passenger Access.

Steering column Adjustment method (manual)

Door Handle

1. 1. Press the lever located under the cover with the emergency key (1).
2. 2. To prevent the emergency key from slipping out of the cover hole, press the lever and slowly push toward the rear of the vehicle (2) to remove the cover.
3. In emergencies, after removing the cover, you can use the key to lock or open the driver's side door (3).

High-tensile steel plate for body



5. Accumulated Energy/Liquids/Gas/Solid Matter.

Li-ion	270V			
	12V			
	Refrigerant	Van Type	Wagon Type	
	R-134a	650±25g	950±25g	

WARNING

If coolant leaks from the battery pack, it can become unstable due to the risk of thermal runaway.
Check the battery pack temperature with a thermal imaging camera.

6. In case of fire.

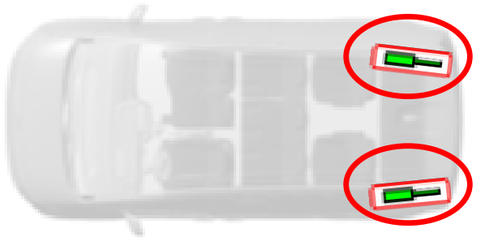
Use plenty of water

WARNING

Warning battery reactivation!

Gas strut / preloaded spring

Heat can cause firing phenomena.



7. In case of flooding.

WARNING

Do not touch high-voltage components or cables, including high-voltage cut-off switches, to prevent electric shock during flooding. Only work in the vehicle after removing it from the water.

8. Towing/Transportation/Storage.

OK:

The best way to tow this vehicle is by lifting the entire vehicle and loading it onto the tow truck. If loading towing is not possible, place the front or rear wheels on the jig and use a dolly to tow the remaining wheels so they do not touch the ground.

Not OK:

Do not tow with suspension restraint. Bumpers and lower parts can be damaged.

9. Pictogram Explanation.

	Hybrid Car Logo		Electric warning
	General warning display		Flame
	Corrosive agent		Risks to the human body
	Explosiveness		Toxic
	Air conditioning unit		Low temperature warning
IR	Use of thermal imaging cameras		Using water to extinguish fires
	Hood		Trunk hood

1. Introduction/Identification.

Purpose

The purpose of the emergency response guide is to provide the towing emergency response industry and firefighters with appropriate methods to handle the Staria HEV in emergencies. This guide provides a basic overview of key vehicle systems and offers guidance for rescue teams to handle various situations they face.

The emergency response procedures for the Staria HEV are somewhat similar to those of conventional vehicles and include additional information for handling high-voltage systems.

Vehicle Description

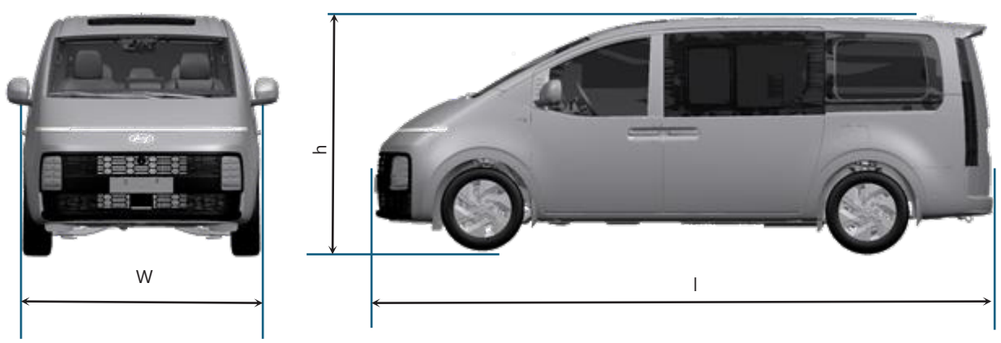
Like other companies' hybrid vehicles, the Hyundai Staria PE Hybrid is a conventional gasoline-powered internal combustion engine.

High-voltage electric motors are paired to propel the vehicle. Unlike hybrid cars, high-voltage systems do not require charging from external power sources such as charging ports at charging stations. High-voltage batteries are used for driving vehicles.

It can be charged during this period. This charging method uses a hybrid dedicated generator that produces electricity during driving and braking.
This is possible.

Specifications

	Item	Length (mm)
l	Length	5,255
w	Width	1,995
h	Height	1,990



1. Introduction/Identification.

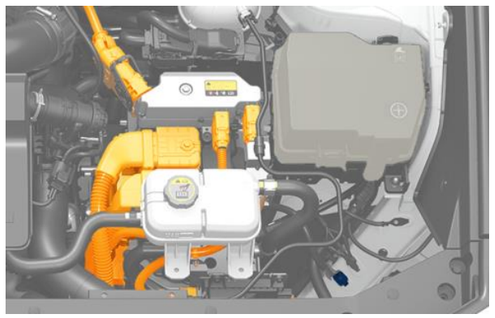
Overview

The safest way to identify the Staria Hybrid is to consider it equipped with a high-voltage system when handling. You can use the identification information below to identify the Staria Hybrid.

Engine compartment and undercarriage

The Staria hybrid version has an engine cover (A) and is clearly marked as “HYBRID.”

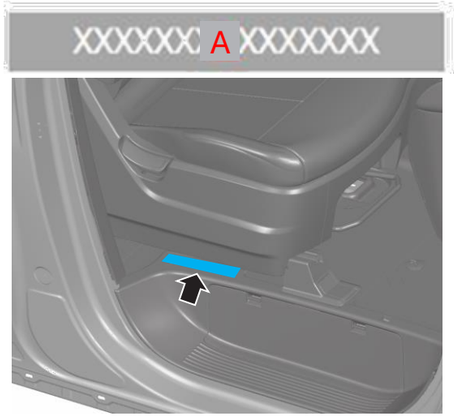
Additionally, orange wiring conduit throughout the engine bay indicate High-voltage wiring.



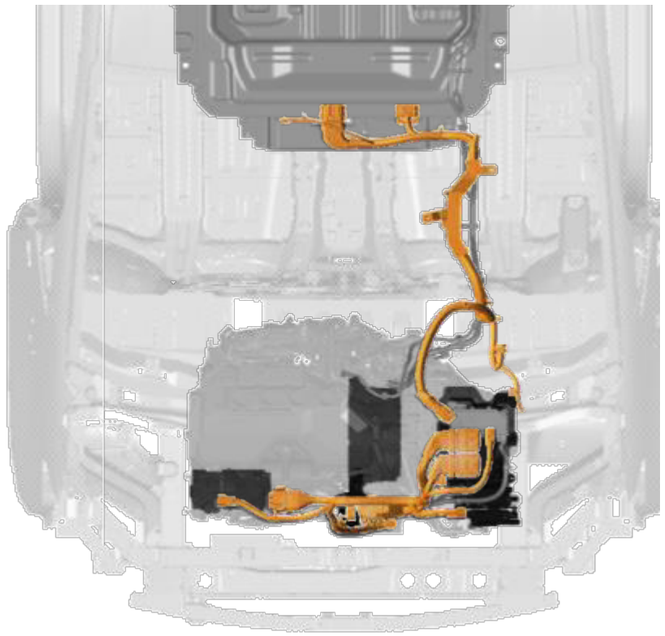
1. Introduction/Identification.

VIN position

VIN The number punch is located at the lower side of the passenger seat, as shown in the diagram.By checking the 8th digit of the VIN, the hybridYou can identify the vehicle. The VIN is engraved under the right first-row seat. The letter “A” in the 8th letter of VIN indicates that the vehicle is 1.6T
It indicates that it is a gasoline engine hybrid.



Shape of the high-voltage cable inside the engine compartment



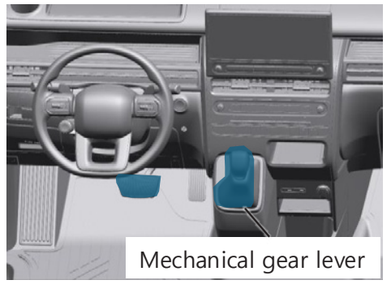
2. Vehicle Fixing/Lifting.

Vehicle Fixing

The next step is to secure the vehicle to prevent sudden movements that could endanger emergency responders and rescue needs. The Staria Hybrid is equipped with an engine and motor,When only the motor is driven without the engine driving it, the vehicle can move with almost no noise.

Rescue teams must approach vehicles from the side and move away from the front and rear paths of the vehicle.

The instructions for securing the vehicle are as follows.


Mechanical gear lever

1. Standard Wagon/Van, Mechanical:After the vehicle stops, hold the brake pedal and fix the lever to the P position on the shift lever located in the center.

Electronic gear lever

Advanced Wagon, Electronic:After the vehicle comes to a stop, while the brake pedal is pulled down, press the “P” on the gear lever located at the “A” sectionPress to position the vehicle into parking mode.

2. Pull the parking brake located to the left near the steering wheel.

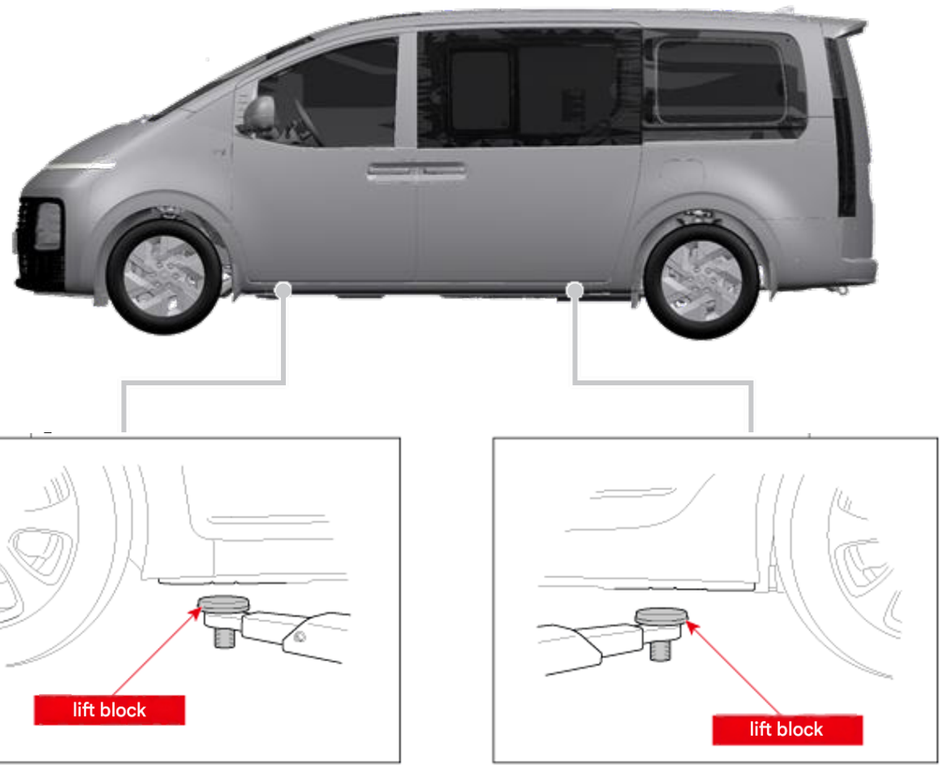
3. Press the START/STOP button to turn off the engine.

4. Secure the vehicle’s wheels.

2. Vehicle Fixing/Lifting.

Vehicle support

As shown in the diagram above, always use the standard support area of the vehicle’s lower member. Do not support high-voltage cables or other areas that are not considered normal..



[front] [back]

※ The actual image of the vehicle may differ

3. High-voltage system deactivation/ stabilisation.

System Deactivation

The final stage of the initial response process is to secure the vehicle and then install the airbag components and high-voltage electrical system. It is about neutralising them. To disable a high-voltage electrical system, the following methods are used.

System disable smart key system and start button

1. Check the status of the 'Ready' status indicator on the dashboard.
   If the 'Ready' indicator light is on, the vehicle engine is on.
   (a) Shift the transmission into P gear , then press the start/stop button.
   (b) If the 'Ready' indicator light is off, the vehicle's engine is off.
   Do not press the start button as the vehicle may start.

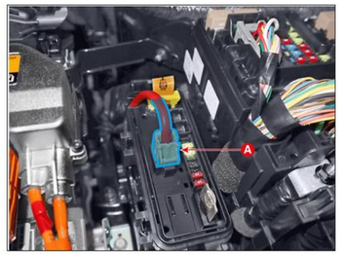
HEV Start Button

2. Keep the smart key at least 2 meters away to prevent the vehicle from suddenly restarting until you disconnect the 12 V battery.

Smart key

3. Open and secure the hood.

4. Disconnect the (+) connector (A) of the 12V junction box.



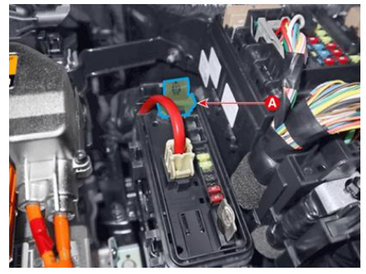
NOTICE

Before disconnecting the 12V battery, if necessary, lower the window and unlock the door to keep it open.
If the 12V battery has been disconnected, the window and door power controls will not operate.

3. High-voltage system deactivation/ stabilisation.

High-voltage battery deactivation

Find the high-voltage cutoff switch located near the battery.
- A high-voltage cutoff label is attached.
- The shape of the switch is as follows.
- This switch does not separate from its housing.



Disconnect the high-voltage power cable from the left display section.

If the methods mentioned above are not properly implemented, there is a possibility of sudden airbag system operation. Additionally, it is essential to keep in mind that high-voltage systems may not be shut down.

WARNING **High voltage warning!**

- Before performing emergency rescue in this vehicle, the high-voltage system must be shut down. The high-voltage capacitor.
  Wait about 5~10 minutes after shutting down to allow for sufficient discharge.
- Exposed cables or wires may be visible both inside and outside the vehicle. Serious injury or death due to electric shock.
  To prevent high-voltage system incapacitation, do not touch cables or wires before they are disabled.
- Failure to properly follow these procedures may result in injury or death from electric shock.

WARNING **Explosion warning !**

- Airbag system components may deploy suddenly. Do not cut airbag parts.
- Even after the 12V electrical system is cut off or disabled, current still flows through the airbag components or the airbag does not operate.
  Before starting work, disconnect the battery negative cable and wait at least 3 minutes.
- Failure to properly follow these procedures may result in injury or death due to explosions.

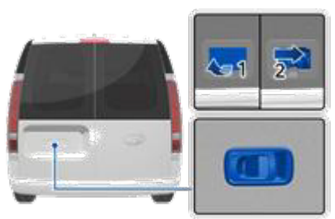
4. Rescue operations.

Because the Staria Hybrid has high-voltage components, rescuers must perform identification, deactivation/ stabilisation procedures, and pay special attention when rescuing occupants from the vehicle

GLASS Specification: Wagon
(1): Laminated glass
(2): Tempered glass,
(3): Tempered glass
(4): Tempered glass
(5): Tempered glass

GLASS Specifications: Van
(1): Laminated glass
(2): Tempered glass,
(3) &, (4): Panels
(5): Tempered glass

How to open the tailgate in emergency (lift-up type)
- Unlock using long, flat objects such as keys
- Push the lever in the direction as shown to unlock.
- Push open the tailgate.

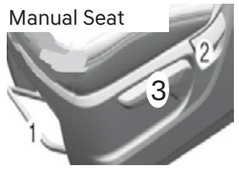


How to open the tailgate in emergency(twin swing type)
- Press the handle and tilt it upward to remove the cover (1).
- Emergency unlock lever (2) inside with arrow direction.
- Push towards the right to unlock the lock.
- Pull the tailgate handle (3) to open.

How to adjust the steering column
- Check the steering wheel adjustment lever near the steering wheel.
- Release the lever and adjust the steering wheel's vertical and downward angles
- Adjust the front rear position.
- Lock the lever again and secure it.

4. Rescue operations.

Manual Seat

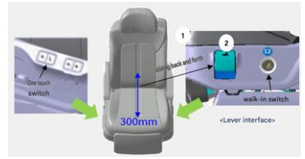


1. Forward and backward position adjustment
2. Backrest angle adjustment
3. Adjust cushion height

Power Seat

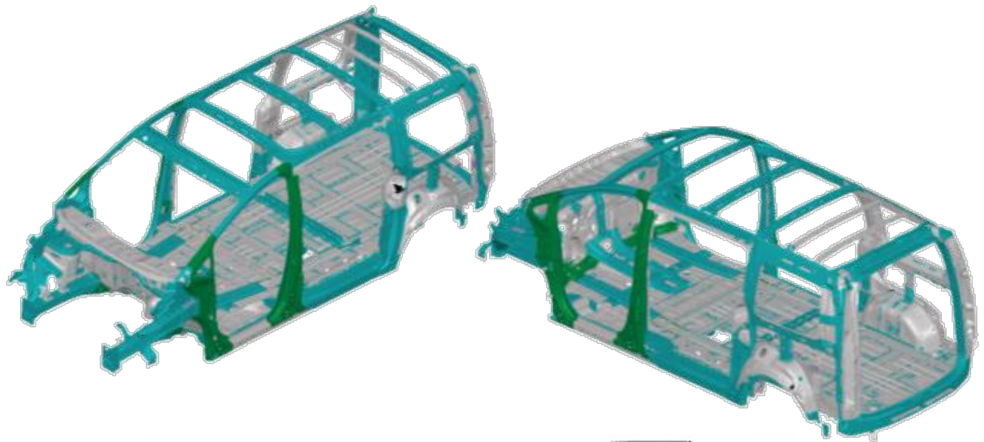
1. Forward and backward position adjustment
2. Backrest angle adjustment
3. Adjust cushion angle
4. Adjust cushion height
5. Lumbar support adjustment

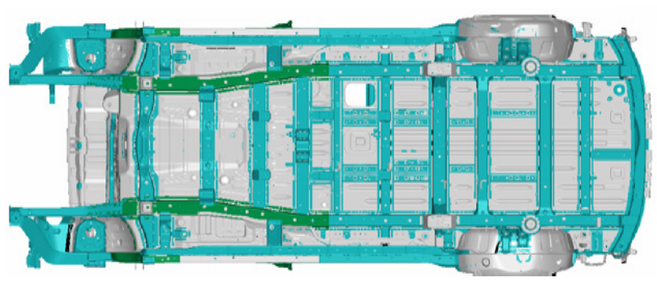
How to use the second-row comfort relaxation seat (Lounge 7P)



(1): Front and rear sliding lever
(2): Walk-in Switch

Body stiffness indicator: The green marked part is difficult to cut with regular tools.





General Steel

High-strength steel/ultra-high-strength steel

Ultra steel / hot stamping steel (ultra-high strength)

5. High-voltage systems.

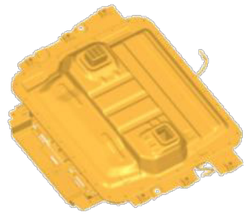
WARNING **High voltage warning!**

- Before removing the safety plug to shut off the high-voltage system, never cut the orange high-voltage wiring.
- Exposed cables or wires may be visible both inside and outside the vehicle. Serious injury or death due to electric shock.
- To prevent high-voltage systems, cables or wires are not touched before the system is disabled.
- Failure to follow the above guidelines may result in death from electric shock.

Location of high-voltage components

1	**High-voltage battery**	Supplying current to electric motors or storing generation current
2	**High-voltage junction box**	Supplying current from high-voltage batteries to inverters, LDCs, etc.
3	**HPCU**	Hybrid Power Control Unit
4	**Hybrid motor**	When current flows through the coil, the motor rotates to generate torque.
5	**HSG**	Hybrid Starter Generator
6	**High voltage cable**	High-voltage cables are made in orange colour according to SAE standards,
7	**High-voltage compressor**	Air Conditioning compressor

5. High-voltage systems.



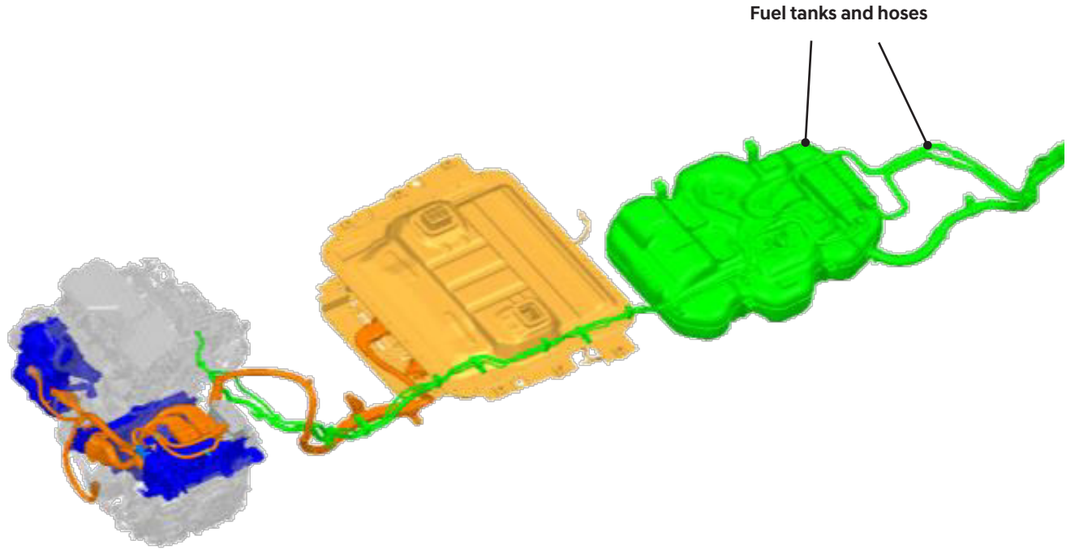
High-voltage battery

The lithium-ion high-voltage battery is located at the bottom of the floor under the body. Its purpose is to store and supply electrical energy to the electric motor.

12V power bank

The lithium-ion type 12V battery. It is integrated into high-voltage (HV) batteries.

Orange high-voltage cable



High-voltage cables are orange in colour according to SAE standards. The cable passes through the bottom of the vehicle and is high-voltage. It connects high-voltage components such as the battery to HPCU and air conditioner compressors.

You can identify the vehicle equipped with a high-voltage system through the orange high-voltage cables visible in the motor cabin and below.

6. Fire/Fire Protection.

6.1 Characteristics and Precautions of Hybrid Vehicle Fires

Battery fires have characteristics different from those of conventional internal combustion engine vehicles, so special care is required when extinguishing them. Because hybrid cars use high-voltage battery packs and fossil fuels, they carry greater risks in the event of a fire, as well as the possibility of explosion and re-ignition. Below are the main precautions regarding hybrid car fires.

High-voltage electrical system

Hybrid vehicles use high-voltage battery systems and internal combustion engines, so before approaching a fire scene, you must always turn off the power to the high-voltage system and stop running the fuel pump. Identify the high-voltage battery pack, wiring, and electronic components of hybrid vehicles, and wear insulated gloves and insulated boots when approaching to prevent the risk of electric shock.

Battery fire risk

Lithium-ion batteries in hybrid vehicles can explode at high temperatures if a fire breaks out, increasing the risk of fire escalation. Lithium-ion batteries may release gas due to electrolyte decomposition when exposed for extended periods at temperatures above about 300°F/148°C. If the generated gas contains ignition sources such as flames or sparks, it can cause a fire.

Large amounts of water usage

When extinguishing a hybrid car fire, it is important to use a large amount of water to lower the temperature of the high-voltage battery cells. The amount of water required for firefighting can be much higher than that of a regular vehicle. Other extinguishing agents other than water (e.g., CO_2 extinguishers, powder extinguishers, etc.) are ineffective for extinguishing hybrid vehicle battery fires, but they are effective against fossil fuels, so careful judgment is necessary.

Setting up safe zones

Access to people near hybrid vehicles where a fire has occurred should be restricted, and areas with explosion risks should be controlled by establishing wide safety zones. In case of fire, flooding, or collision involving high-voltage batteries, always keep your vehicle in an open area at least 15 meters away from flammable materials.

Preventing fire recurrence

Even if a high-voltage battery fire appears to be extinguished, re-ignition or delayed ignition can occur. Before leaving the fire scene, use a thermal imaging camera to ensure the high-voltage battery has completely cooled. Inform follow-up personnel that the battery may reignite. Even after suppression is completed, re-ignition is prevented.They wait on site for more than a certain period to monitor the situation.

Caution about toxic gases

Burning batteries can release harmful gases such as hydrogen fluoride, carbon monoxide, and carbon dioxide. Equip full protective gear and use full-face self-contained breathing equipment.

Because it can pose serious risks to respiratory and health, you must always wear respiratory protective equipment (SCBA) during fire suppression.

6. Fire/Fire Protection.

6.2 Equipment Required Before Fire Extinguishing

1. Personal Protective Equipment (PPE)

Chemical protective suits and high-temperature protective clothing: Wear equipment to prepare for chemicals and high temperatures.

- Insulated gloves and boots: Wear insulating equipment to prevent high-voltage electrical hazards.
- Safety Helmet and Goggles: Wear a helmet and goggles to protect against falling objects and smoke.
- Respiratory protective equipment (e.g., SCBA, SCBA)
- Wear respiratory protective equipment to prevent inhalation of toxic gases and smoke.

WARNING ⚠ **Warning of irritants!**

- High-voltage batteries contain both stimulants and sensitisers. To avoid contact with irritants and sensitizers
- Wear personal protective equipment (PPE) or self-contained respiratory protection (SCBA)
- Electrolytes are substances that irritate the eyes. If it comes into contact with your eyes, rinse thoroughly with water.
- Electrolytes are skin irritants. If it comes into contact with skin, wash the contact area thoroughly with soapy water.
- Exposure of electrolytes or smoke through airborne vapor can irritate the eyes and skin. In such cases, rinse the contact area with water and seek medical attention immediately
- Inhaling smoke can irritate the respiratory tract and cause acute poisoning.
- Fresh air
- Go to the place and rinse your mouth with water. Seek medical attention immediately.

2. Hybrid Car Fire Suppression Equipment

Smother-Spray Cloth, Simple Flood Tank: Dedicated Equipment Prepared for Efficient Firefighting in Hybrid Vehicles

- Thermal Imaging Camera: Preparation of Battery and Fire Area Temperature Monitoring Equipment
- Cutting tools (e.g., cutters, electric circuit breakers): Prepare tools for power cut-off and rescue.

6.3 Hybrid Vehicle Fire Suppression

Control the perimeter of the site and establish hazard zones to prevent public access. In the case of high-voltage hybrid vehicle battery fires, there is an additional risk of explosion. Firefighting is carried out from a sufficient distance. First, to prevent spread, a large amount of water is used for waterproofing, followed by simple flood tanks and similar methods to extinguish the fire.

Extensive water resistance

Since high-voltage battery fires in hybrid cars have a high risk of re-ignition, it is important to use large amounts of water to extinguish the fire. A high-pressure hose is used to directly spray a large amount of water onto the battery pack area, especially where flames rise. It allows water to penetrate inside the battery pack, effectively reducing heat. Until the battery is completely cooled, you should continuously spray water for at least several tens of minutes to several hours. On average, this is less than the recommended electric vehicle capacity of 22,340 ~ 26,200 litres, but a large amount of water is needed for evolution.

Using the Flooding Method

By first extinguishing vehicle fires and moving them to a safe location, using water-filled containers or portable flood tanks for hybrid vehicles, you can extinguish fires more effectively. Leave the battery submerged for more than 72 hours. Depending on the type and size of the immersion tank, you may need 5,000 ~ 14,300 litters of water (tank size: 500x200x50 ~ 650x400x55).

6.4 Considerations During Fire Suppression

Handle high-voltage battery packs with caution

During the suppression process, care must be taken not to physically approach or impact the battery pack. This can increase the risk of electric shock and explosion. If there is a battery opening caused by collision or damage, spraying water on that area can help extinguish the fire more effectively. However, never attempt to force a hole in the battery to inject water.·

Electric Shock Warning

Since high voltage can cause electric shock when spraying water into a hybrid car high-voltage battery, firefighters should always wear safety protection and avoid direct contact as much as possible.

Avoid using extinguishing agents other than water

Inactivated extinguishing agents such as CO_2, powder extinguishing agents, or foam extinguishing agents are not effective against high-voltage battery fires in hybrid vehicles; in fact, they can worsen the fire. Using water to suppress them is the most effective.

6. Fire/Fire Protection.

6.5 Prevention of Re-ignition

Unlike regular vehicle fires, hybrid car fires carry a high risk of re-ignition even after the fire is extinguished due to the characteristics of high-voltage hybrid batteries. Therefore, after extinguishing a hybrid car fire, follow-up measures should be taken to prevent re-ignition and ensure the fire has been fully extinguished.

Use of thermal imaging cameras

Thermal imaging cameras can measure the temperature of battery cells and surrounding areas non-contact, making them useful for detecting internal heat that is difficult to see with the naked eye. Thermal imaging inspections are repeatedly performed on the entire vehicle and the high-voltage battery pack to ensure the temperature remains stable. If the fire is completely extinguished, the thermal imaging camera should show that all measured areas have uniform and stable temperatures.

General Criteria for Determining Total Suppression

If the battery is submerged for more than 72 hours using a submerged tank and the battery temperature is measured with a thermal imaging camera, there is no possibility of re-ignition.

If thermal imaging cameras are difficult to use, check that no re-ignition occurs for a certain period (at least 24 hours) after flooding.

6.6 Post-Fire Extinguishing Inspection and Cleanup

Checking the safety of high-voltage battery status

Firefighters must thoroughly check the stability of the battery pack and ensure the battery is safe even after extinguishing the fire. If necessary, the manufacturer or a professional technician will inspect the vehicle's battery.

Move to a safe zone

Once suppression is complete, vehicles are moved to a safe zone to prevent additional risks.

6. Fire/Fire Protection.

6.7 Response Methods in Case of Chemical Exposure

If you inhale the dedicated smoke or the electrolyte comes into contact with your skin, even if your symptoms seem mild, visit a medical facility and consult a doctor immediately.

1. When electrolytes get on your skin

Immediate water washing
If electrolytes get on your skin, immediately rinse thoroughly with clean water for at least 15 minutes. Chemicals can penetrate the skin and cause burns, so quick water washing is important.

Emergency care and visits to medical facilities
If you experience severe irritation or burns on your skin, provide first aid and seek medical assistance immediately.

2. When electrolytes get into the eyes

Rinse immediately with running water
If electrolytes get into your eyes, immediately rinse them with clean water for at least 15 minutes. During water washing, the eyes must be fully open, and if the lenses are worn, they should be removed immediately.

Emergency care and visits to medical facilities
If your eyes are severely burned or irritated by chemicals, you should seek professional treatment at a medical facility immediately.

3. How to respond when inhaling smoke

Exposure to fresh air
Electrolyte fumes (when inhaled) can cause respiratory irritation and acute poisoning. Leave the fire immediately to breathe fresh air and wash your mouth with water. Consult a doctor immediately.

Check for respiratory symptoms
Respiratory symptoms such as coughing, difficulty breathing, and chest pain may appear, so seek medical help as soon as symptoms appear. If oxygen deficiency or severe toxic gas inhalation is suspected, oxygen supply through an oxygen mask may be necessary as directed by medical staff.

7. Flooding.

7.1 Flooded or partially flooded vehicles

Emergency responders can safely manage flooded Hyundai Staria Hybrid vehicles. High voltage does not energise the vehicle body, even when the vehicle is submerged in water. Provided the vehicle has not sustained significant structural damage, it is generally safe to make contact with the vehicle whether it is partially submerged, fully submerged, or on land.

If the vehicle is flooded or partially submerged, it should be removed from the water before vehicle disabling procedures are performed. Once the vehicle has been recovered, follow the recommended vehicle neutralisation procedures outlined in this guide.

After the vehicle has been disabled using the prescribed method, the high-voltage battery system will begin to discharge. Emergency responders should continue to follow all applicable high-voltage safety precautions throughout the recovery and rescue process.

WARNING

- If high-voltage components are exposed due to severe vehicle damage, please take precautions when handling high-voltage systems.
- Be fully aware and wear appropriate insulated personal protective equipment to prevent safety accidents.
- Failure to follow the above guidelines may result in serious injury or death from electric shock.

8.1 Towing and Transportation

The preferred method for towing the Hyundai Staria Hybrid is to transport the vehicle on a flatbed tow truck with all four wheels off the ground. If flatbed towing is not available, either the front or rear wheels may be lifted while the remaining wheels are supported using dollies. This will help prevent damage to the drivetrain and hybrid system components.

Do not tow the vehicle with either the front or rear wheels in direct contact with the ground. If it is necessary to reposition the vehicle for loading onto a tow truck, the vehicle may be moved only over a very short distance (less than 10 metres) and at a speed not exceeding 5 km/h.

CAUTION

When moving the vehicle under these circumstances, ensure that the transmission is set to N (Neutral), and the parking brake is released. Failure to follow these towing procedures may result in vehicle damage.

CAUTION

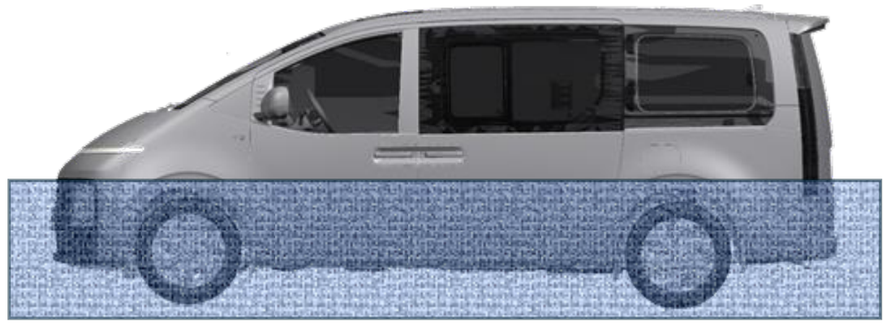
- Failure to follow the recommended towing procedures may result in vehicle damage, personal injury, or additional accidents.
- Do not use sling-type towing equipment. This method is not suitable for towing the Hyundai Staria Hybrid and may cause vehicle damage.
- To prevent damage to the vehicle, always use a flatbed tow truck or other equipment that keeps all wheels off the ground whenever possible.
- For vehicles equipped with side curtain airbags, ensure that the vehicle is switched OFF before towing. If the vehicle remains powered ON and is tilted during the towing process, the rollover detection system may interpret the vehicle's position as a rollover event and deploy the side curtain airbags unexpectedly.
- Unexpected airbag deployment may cause injury to emergency responders, recovery personnel, or bystanders.

For 2WD vehicles, including the Hyundai Staria Hybrid (front-wheel drive), do not tow the vehicle with the drive wheels in contact with the ground.
Towing the vehicle with the front wheels on the ground may result in severe damage to the electric motor, drivetrain components, and other vehicle systems.
As the drive wheels rotate, the electric motor may generate electrical energy. This can lead to damage of motor components and, in extreme cases, may create a risk of fire.
Always transport the vehicle using a flatbed tow truck or ensure that the drive wheels are lifted clear of the ground and properly supported during towing.

8. Towing/transportation/storage.

8.2 Handling of Damaged High-Voltage Batteries

- Remove any water from the vehicle interior and engine compartment as soon as it is safe to do so.
- Disconnect the 12V power supply by removing the accessible positive (+) connector in the engine compartment.
- Remove water from the high-voltage battery area, and disconnect the high-voltage battery service disconnect switch (if accessible and safe to do so).
- Position the vehicle in an open area, away from other vehicles, structures, and buildings to minimise risk during battery monitoring or discharge.
- Carefully monitor the high-voltage battery discharge process until completion.
- If the high-voltage battery can be safely removed from the vehicle, remove it and carry out isolation and discharge procedures in accordance with OEM guidelines.
- If the battery cannot be removed, prepare a suitable containment tank and fully submerge the battery in water. Use a saltwater solution (approximately 1% concentration).
- Maintain the battery in a fully submerged condition for a minimum of 40 hours to ensure complete discharge.
- This model is not equipped with a BMU service cover beneath the battery pack. Therefore, if water ingress occurs, tilt the battery as required to allow drainage from a suitable low point.



battery discharge

8. Towing/transportation/storage.

8.3 Battery Storage Methods

- To safely store damaged batteries, they must be discharged.
- If the battery is separated from the vehicle, discharge it using saltwater.
- Prepare brine at about 1% concentration in the tank.
- Leave the battery in saltwater for about 40 hours.
- Remove the battery from the tank and dry it.

WARNING

- Remove all smoke, sparks, and flames around the vehicle.
- Electrolyte solutions are skin irritants.
- Do not touch or step on leaked electrolytes.
- In the event of an electrolyte leak, wear appropriate solvent-resistant personal protective equipment (PPE) and clean the spilled electrolyte using soil, sand, or a dry cloth. Make sure to ventilate the area thoroughly.

9. Other Important Information (Emergency Start/Airbag/Seat Belt Information).

9.1 Emergency Start – Jump Start

Before jump start.
1. Press the reset button on the 12V battery.
2. Start the engine within about 15 seconds.
3. Stop for 30 minutes while the driving indicator light is on, Drive it.

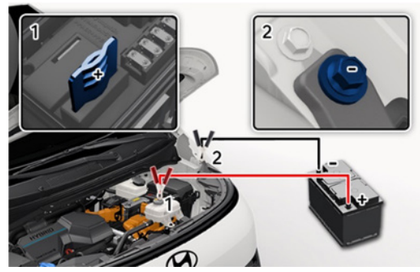
NOTICE

- If you do not start the battery immediately after pressing the 12V battery reset button, the 12V battery will automatically prevent discharge.
- Disconnect. If the 12V battery disconnects before starting, press the 12V battery reset button again and start immediately as described above.

CAUTION

- Do not connect jump cables to moving parts or nearby when starting the vehicle.
- Do not connect jump cables anywhere other than the correct battery terminals and ground.
- Do not lean on the battery while the jump cable is connected.
- Do not jump-start other vehicles with this vehicle. When attempting a jump start, the vehicle's 12V. It can damage lithium polymer types in batteries.

If the 12V battery is completely discharged and the reset function does not operate, the vehicle may require a jump start.



- Position the assisting vehicle so that the jump leads can reach both vehicles. Ensure the vehicles do not touch each other.
- Even when the vehicle is switched OFF, do not approach or place hands near any moving engine components.
- Turn OFF all electrical loads in the vehicle, including the audio system, headlights, and air conditioning. Ensure the transmission is in P (Park) and apply the parking brake.
- Connect the positive (+) terminal of the discharged battery (1) to the positive (+) terminal of the auxiliary battery (2) using a suitable jump lead.
- Connect the negative (−) terminal of the auxiliary battery (3) to a suitable grounding point (4) on the discharged vehicle body.
- If a designated grounding point cannot be identified, connect the negative lead to an unpainted metal surface on the vehicle body.
- Ensure all connections are secure before attempting to start the vehicle.

9. Other Important Information (Emergency Start/Airbag/Seat Belt Information).

9.1 Emergency Start – Jump Start

- Ensure jump cables are not routed near any moving engine components during engine start or operation.
- Only connect the jump leads to the specified battery terminals and approved grounding points. Do not allow the jump cables to contact any other components or surfaces, and do not apply excessive force when attaching the clamps.
- When using an assisting vehicle, start the engine of the assisting vehicle and allow it to run for several minutes before attempting to start the disabled vehicle.
- Press the 12V Battery Reset button (if equipped) prior to starting the vehicle.
- Attempt to start the disabled vehicle within approximately 15 seconds after completing the connection procedure.
- After the vehicle has started, allow it to idle or operate for approximately 30 minutes to ensure sufficient charging of the 12V system.
- Once the engine is running, disconnect the jump cables in the reverse order of connection, starting with the negative (-) terminal.
- If the cause of the 12V battery discharge is unknown, the vehicle should be inspected and serviced by an authorised repair facility as soon as possible.

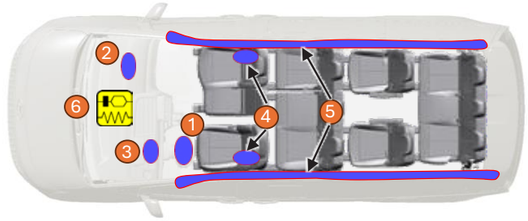
CAUTION

- Do not connect jump cables to moving parts or nearby when starting the vehicle.
- Do not connect jump cables anywhere other than the correct battery terminals and ground.
- Do not lean on the battery while the jump cable is connected.
- Do not jump-start other vehicles with this vehicle. When attempting a jump start, the vehicle's 12V. It can damage lithium polymer types in batteries.

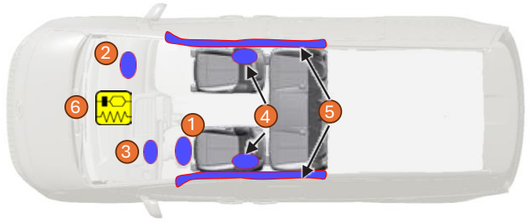
9. Other Important Information (Emergency Start/Airbag/Seat Belt Information).

9.2 Airbag System (SRS : Supplemental Restraint System)

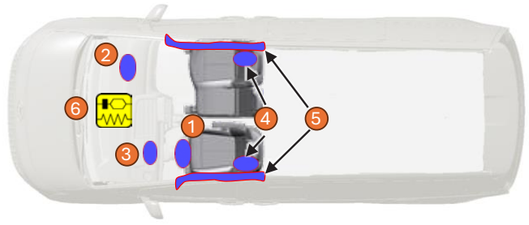
The Staria Hybrid is equipped with six types of airbags, as shown in the image below. Before performing emergency rescue procedures, you must check that the vehicle's engine is off and that the connector on the 12V battery has been disengaged to prevent airbag deployment.



6 types, 8 locations (11-seater, 8/9-seater, 9-seater Premium, 7-seater)



6 types, 8 locations (5-seater van)



6 types, 8 locations (2-seater van)

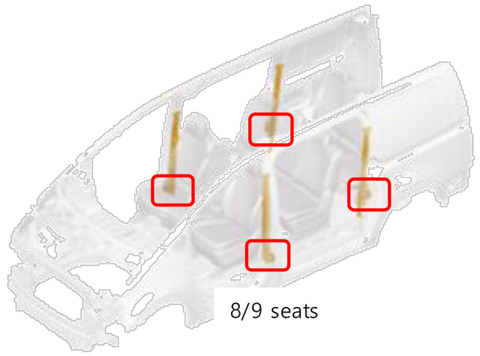
1. Driver's Front Airbag
2. Front Airbag for Passenger Seats
3. Driver's Knee Airbag
4. Side Airbags (Driver's Seat, Passenger Seat)
5. Curtain airbags (driver's seat, passenger seat)
6. SRS Control Module (SRSCM)

WARNING

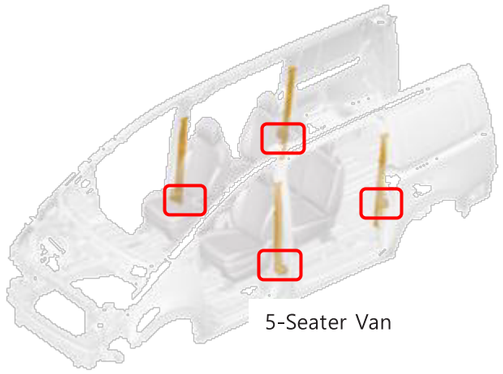
- Do not cut airbag parts.
- The airbag components retain power for up to 3 minutes even after the 12V electrical system is cut off or disengaged, It can maintain operational status. Disconnect the battery negative cable and wait for at least 3 minutes. Get started.
- Failure to follow these guidelines can result in serious injury or death due to sudden activation of airbag components.

9. Other Important Information (Emergency Start/Airbag/Seat Belt Information).

9.3 Seatbelt Pretensioner

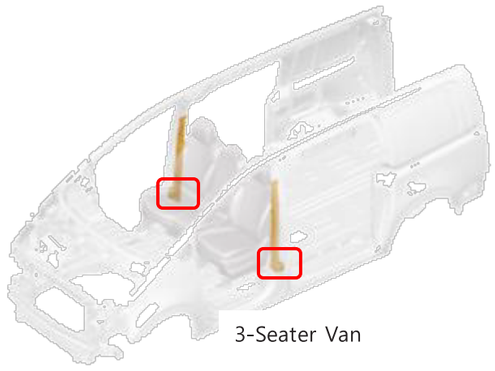


8/9 seats

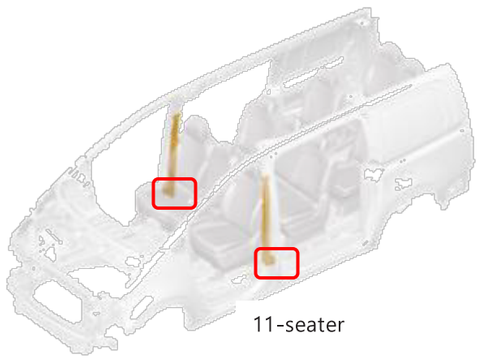


5-Seater Van

4 seatbelt pretensioners (8/9 seats, 5-seater van, 6-seater van)



3-Seater Van



11-seater

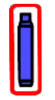
2 seatbelt pretensioners (2-seater van, 11-seater, 9-seater premium, 7-seater)

The standard 8/9-seater, 11-seater, 9-seater Premium, 7-seater, 5-seater van, and 6-seater van of the Staria Hybrid are equipped with seatbelt pretensioners in the driver/passenger seat and rear seat (left/right).

In 2/3-seater vans, only seatbelt pretensioners are installed in the driver's seat (left/right). If the seatbelt pretensioner is activated during a collision, noise and smoke-like dust can be seen from the passenger seat.

This is a normal operating condition and not dangerous. During operation, the seatbelt pretensioner may become hot and may need to cool for several minutes after use.

10. Pictogram.

	Airbag		Airbag Inflator		Seat beltpretensioner		Airbag System Control Unit
	12-volt battery		Gas lifter		Ultra steel plate Application		High voltage cutoff Label
	High-voltage battery		High-voltage wiring harness		High Voltage-Related Section		Use of thermal imaging cameras
	High voltage cutoff device		Air conditioning unit		Using water to extinguish fires		EV
	General Warning		Electric warning		Environmental pollution		Explosiveness
	Toxic		Corrosion material		Hood		Tailgate
	Flame		Risks to the human body				

Hyundai Premium Roadside Support.
1800 186 306

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hyundai.com/au/en