



INFORMATION FOR FIRST AND SECOND RESPONDERS

EMERGENCY RESPONSE GUIDE



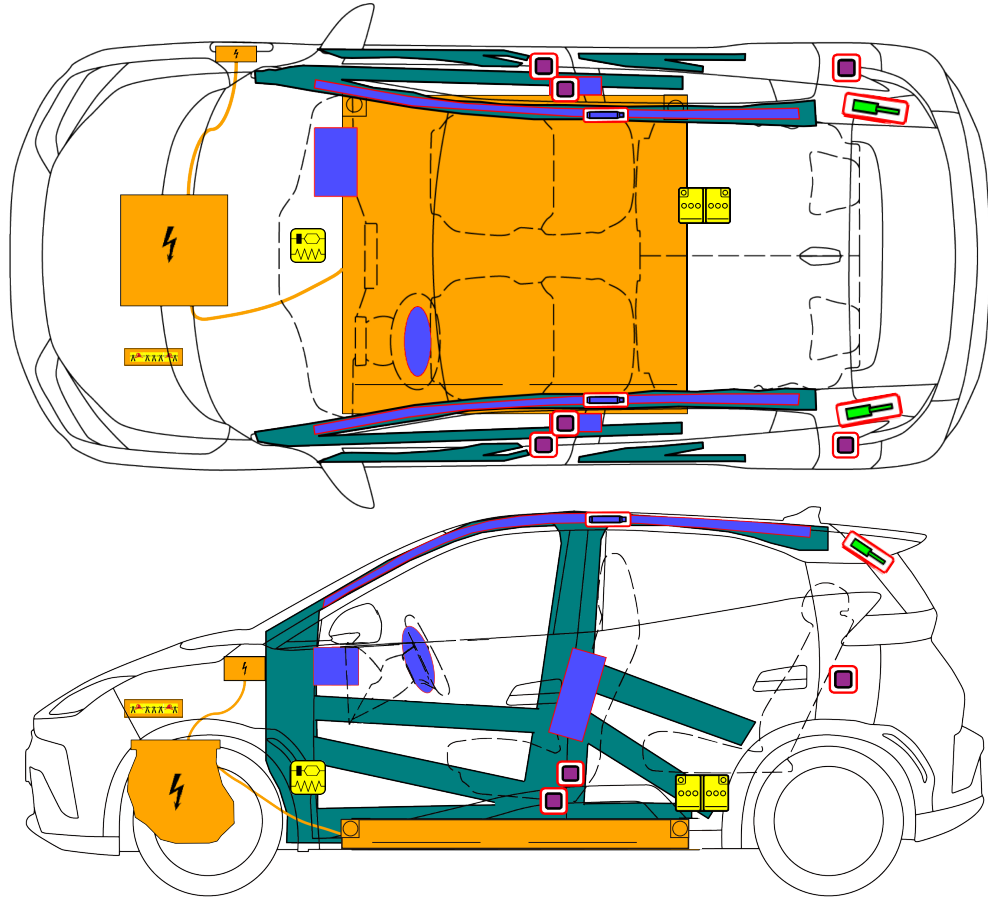
BYD DOLPHIN SURF ELECTRIC



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0. Rescue Sheet

		BYD DOLPHIN SURF (5 doors / 4 seats / hatchback / 2025-)					
							
							
	Airbag		Battery low voltage		Battery pack, high-voltage		Gas strut/ Preloaded spring
	High strength zone		High voltage component		High voltage power cable		Seat belt pretensioner
	SRS control unit		Stored gas inflator		Cable cut		
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Rescue Sheet_BYD DOLPHIN SURF_001_en				01		3/2025	

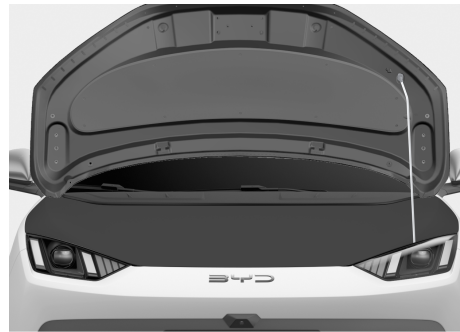
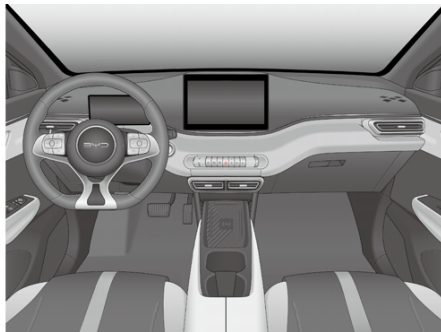
1. Identification/recognition



Lack of engine noise does not mean vehicle is off: silent movement or instant restart capability exists until vehicle is fully shut down. Wear appropriate PPE.

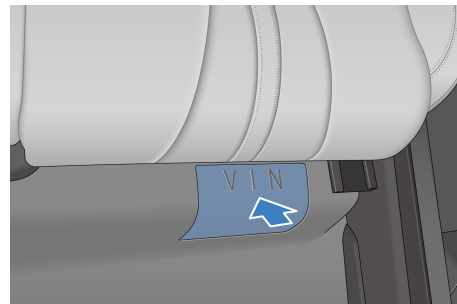
Logo&Charging port

The word "BYD" is on the front of the vehicle, the word "DOLPHIN SURF" is on the rear of the vehicle. The charging port is located above the right front wheel of the vehicle.



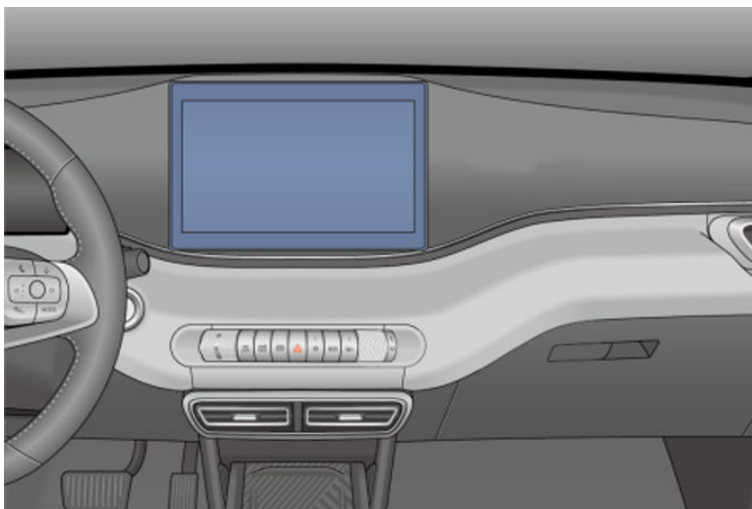
Vehicle Identification Number (VIN)

The vehicle VIN code can be easily found in the VIN code slot of the upper cover plate of the lower crossbeam of the front windshield and on the lower beam of the front passenger seat. Other VIN codes attached to: the gearbox, the VIN slot on the upper cover of the front windshield cross sill, the bottom left corner of the inner sheet metal surface of front left door, the outer plate of the left rear water tank, the upper side of rear left wheel, the left rear door sill, the left part of the hood inner panel, the sheet metal on the right side of the front anti-collision beam.



Multimedia touchscreen

The vehicle is equipped with a touchscreen and a combination instrument display in front of the steering wheel.

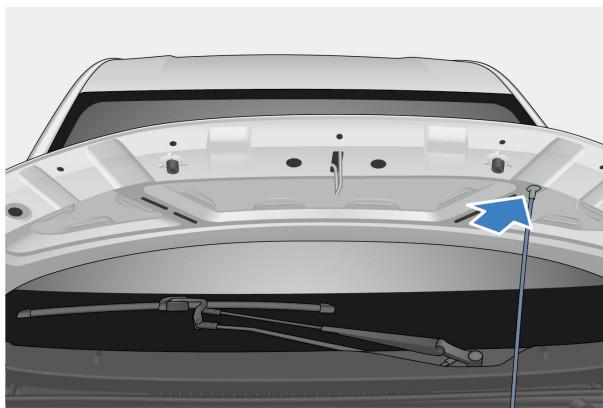
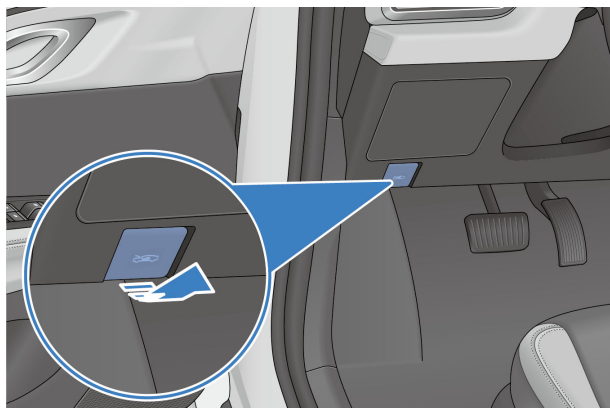


Refer to the owner's manual for information on touchscreen operation. If the airbag has been deployed, the 12V power supply will be exhausted and the touchscreen will not be operated. Connecting a 12V power supply after a vehicle accident may cause a fire, so it is not recommended to try to reconnect a 12V power supply.

Opening the bonnet

Shift the gear lever to "P" or "N" gear and pull up the electronic parking. Pull up the opening handle of the bonnet on the left side of the lower body of the dashboard for two consecutive times. The bonnet will be opened slightly, and it needs to be pulled up and opened manually.

After the bonnet is lifted upward beyond the opening balance position, the bonnet can be opened to the maximum angle by releasing the hand.

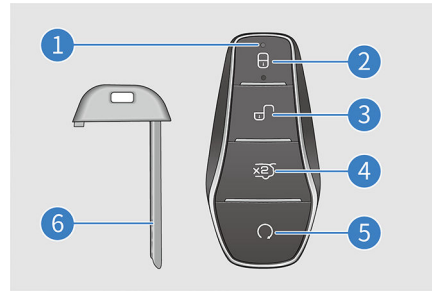


Key

This vehicle supports 3 types of keys.

- **Electronic Smart Key:** With the electronic smart key, all doors can be unlocked/locked by pressing the microswitch of the door at the driver's side; the functions such as unlocking/locking of doors, opening of the back door and remote start can also be realized by pressing the key on the smart key.

- ① Indicator light
- ② Lock button
- ③ Unlock button
- ④ Back door opening button (double click)
- ⑤ Start/stop button (long press)
- ⑥ Mechanical key



- **Mechanical key (in the smart key):** Lock or unlock the driver's door.
- When using the mechanical key in the electronic intelligent key, as shown in the figure, press the "PUSH" button ② on the intelligent key and take out the mechanical key in the direction of arrow ①.
- After using the mechanical key, press the "PUSH" button and insert the mechanical key.



- **NFC Key:** Place the NFC key card at the mark on the driver's side mirror to unlock/lock all the doors when the vehicle is powered off.



2. Immobilisation/stabilization/lifting

Immobilisation

(1). Clock wheels

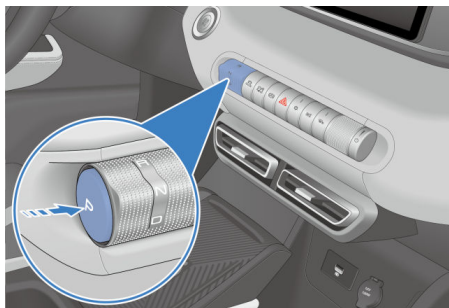
The vehicle moves silently, so never assume that the vehicle is powered off or that the vehicle will not move. Block the wheels in all cases to prevent the vehicle from sliding.



Be careful not to damage the battery pack while stabilizing the vehicle.

(2). Shift into Park

The vehicle moves silently, so never assume that the vehicle is powered off. Even slight pressing of the accelerator pedal can cause the vehicle to accelerate rapidly, if the active gear is in “Drive” or “Reverse”. To ensure that the parking brake has been applied, please press the “Park” button on the side of the driver’s side of the gearshift panel. Whenever the vehicle is in “Park” gear, the instrument Cluster shows that the gear is “Park”.



Stabilisation/lifting points

The high-voltage battery is located under the floor pan. A large section of the chassis contains the high-voltage battery. When lifting or stabilizing the vehicle, only use the designated lift areas, as shown in green.



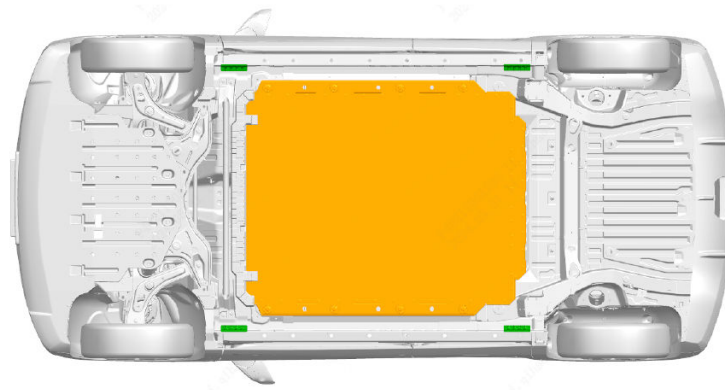
Be careful not to damage the battery pack when stabilising the vehicle.



The vehicle should be lifted or manipulated only if first responders are trained. Use caution to ensure you never come into contact with the high-voltage battery or other high-voltage components while lifting or manipulating the vehicle.



Do not use the high-voltage battery to lift or stabilise the vehicle.



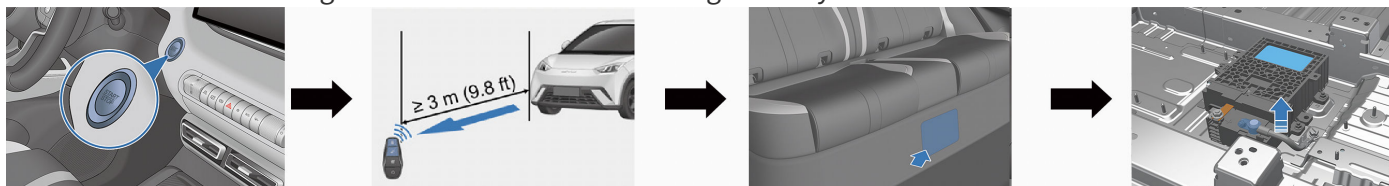
 Appropriate lift areas

 High-voltage battery

3. Disable direct hazards/safety regulations

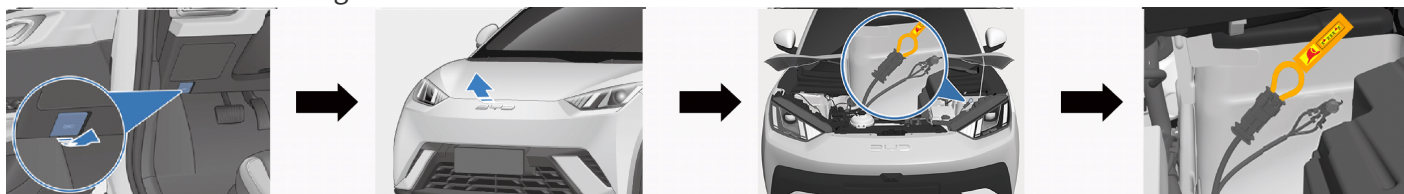
Main disable method: disable the 12V battery

Keep the Smart key at least 3 meters (9.8 ft) away from the vehicle after pressing the START/STOP button. Open the access cover under the rear seat, the low-voltage battery's negative terminal and negative GND wiring harness are visible. Disconnect the negative terminal of the low-voltage battery.



Alternative disable method: cut the cable

Open the hood (See Chapter 4: Access to the Occupants). Find the high voltage connector in the front compartment and disconnect it according to the label on the connector.

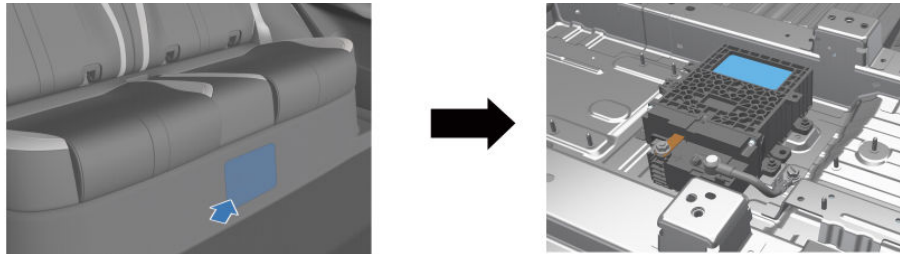


Do not touch, cut or open high-voltage components and the high-voltage battery! Wear appropriate protective equipment!

In the event of an accident in which the airbags are deployed, the high-voltage system will be automatically deactivated. The high-voltage system is de-energised approximately 60 seconds after deactivation.

Battery low-voltage

It is positioned under the rear seat, with its access cover near the ankle of the rear middle passenger. Open the access cover under the rear seat, the low-voltage battery's negative terminal and negative GND wiring harness are visible.

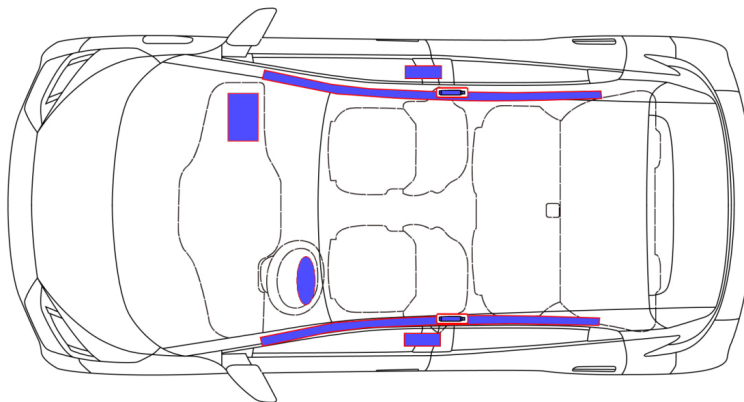


Airbag

- The airbags are located in the general area shown. The airbag warning label is printed on the front passenger's sun visor.
- When the restraints control module deploys the airbags, it triggers a signal to disconnect the vehicle's high-voltage system.
- Depending on the design of the vehicle, the high voltage in all components and in the external cables of the high voltage battery will be automatically de-activated when any airbag is deployed. Do not cut any orange high-voltage cables or attempt to open the battery pack. Even if the high voltage system is switched off due to the deployment of the airbag, it must always be assumed that high voltage may be present in the high voltage cables and components. The battery in the battery pack stores energy and cannot be destroyed by rescue tools.



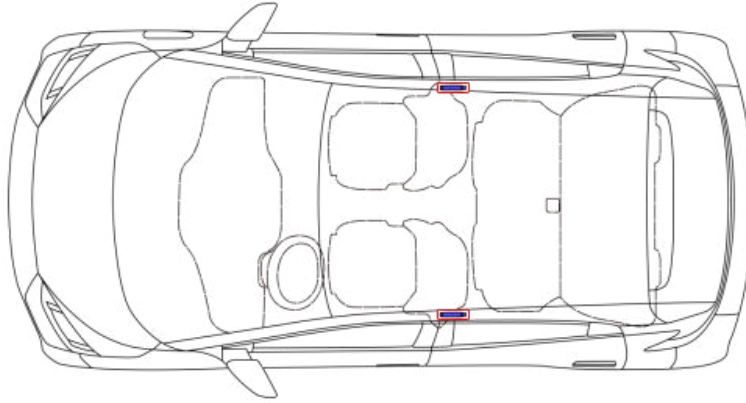
After the airbag is deployed, the whole vehicle is in an abnormal state and should leave the vehicle immediately.



The SRS electronic control unit (SRS) has an internal energy reserve that allows it to remain powered for a certain period of time after the 12 V power supply is disconnected, so as to ensure that the airbag and pretensioner can still be fired normally when the 12 V power supply is disconnected due to a collision. Do not touch the SRS within 10 seconds after the airbag or pretensioner is deployed.

Stored gas inflator

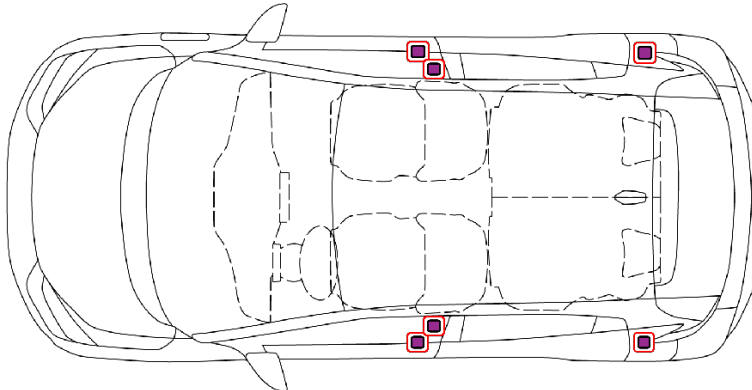
The airbag stored gas inflator is shown in a red frame and is located close to the roof.



The SRS electronic control unit (SRS) has an internal energy reserve. Do not touch the SRS within 10 seconds after the airbag or pretensioner is deployed.

Seat belt pretensioner

The seat belt pretensioner (shown in red outline) is located at the bottom of the B-pillar, on the outboard side of the 2nd row seat and near the seat lap.



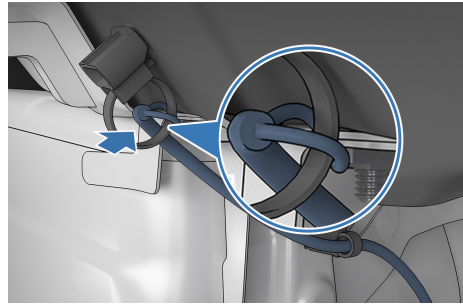
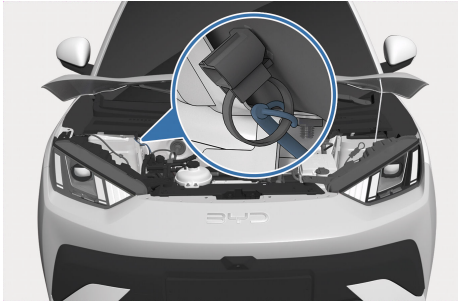
Rescuers should never cut or crush inflation cylinders. Cutting or compressing cylinders causes catastrophic failure, leading to injury or death.



Electrical and mechanical releases may be compromised after a collision.

Emergency Unlocking Of Charge Port

- When the charge port anti-theft lock fails and the charging connector cannot be pulled out, use the emergency pull lock for unlocking, and then try to pull out the connector.
- Open the front compartment cover, there is a pull ring in the right front of the vehicle gutter, and pull the pull ring to unlock.



The emergency zipper can only be used in emergency situations.



When using the emergency zipper, do not pull it violently in an instant. When the resistance is large after pulling, it indicates that it has been completely unlocked in place. At this time, the charging gun can be pulled out.

4. Access to the occupants

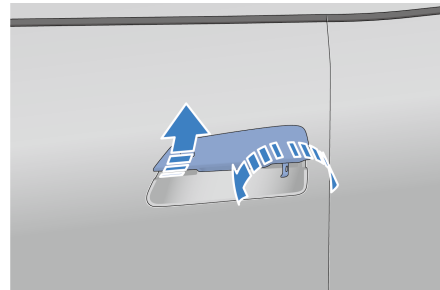
Access to the occupants

The seats are electrically powered and may not function after a collision.

After a collision, there is a risk of failure to open doors or the trunk lid if the extent of the collision is not enough to trigger the collision signal or the trunk lid power-off. Extrication may be required.

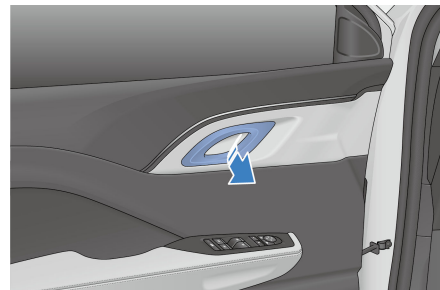
Opening doors with mechanical key

- Lift up the outer handle of driver's door upward, insert the key into the lock hole, and the key counterclockwise to unlock. After the vehicle gets unlocked with the mechanical key, it is necessary to pull out the key and pull the outer handle to open the door.



Opening doors with mechanical key

- Press the unlock button on smart key to unlock all doors simultaneously.
- After unlocking the vehicle in anti-theft mode with a intelligent key, open any door within 30 seconds. Otherwise, all doors lock automatically.



Due to the vehicle is equipped with a child lock, the rear door needs to pull the handle in the vehicle when the child lock is unlocked, otherwise the door cannot be opened in the vehicle.

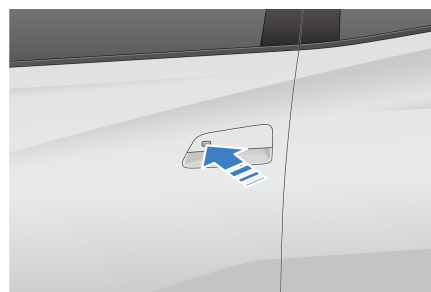
Opening doors with smart key

- Press the unlock button on smart key to unlock all doors simultaneously.
- After unlocking the vehicle in anti-theft mode with a intelligent key, open any door within 30 seconds. Otherwise, all doors lock automatically.



Use of the microswitch to unlock the vehicle.

- In the anti-theft state, when entering the activation area with a valid smart key, press the front door handle microswitch to unlock all doors at the same time.
- If the anti-theft alarm system is armed, open a door within 30 seconds after the unlocking, Otherwise, all doors will relock automatically.



Pressing the microswitch does not work if:

- This is performed while a door is being opened or closed.
- The vehicle is not powered off.

Use the NFC key to unlock the door

- With the anti-theft alarm system armed, place the NFC key card close to the NFC mark on the side mirror on the driver's side to simultaneously unlock all the doors.
- In the anti-theft state, please open the door within 30s after unlocking with NFC card. Otherwise, all doors will relock automatically.
- After the unlocking, user activation permission is provided for 10 minutes and is revoked when the ignition is switched off.



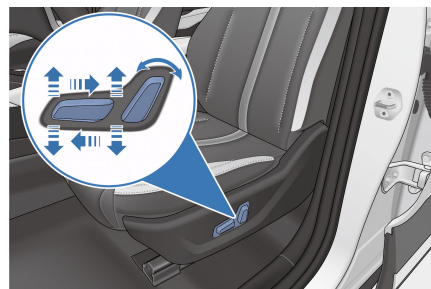
Front seats-electric adjustment

Seat Position Adjustment Switch

- Move this switch forward or backward to slide the seat forward or backward.
- Pull up or push down the back end of this switch to adjust seat cushion height.

Seatback angle adjustment switch

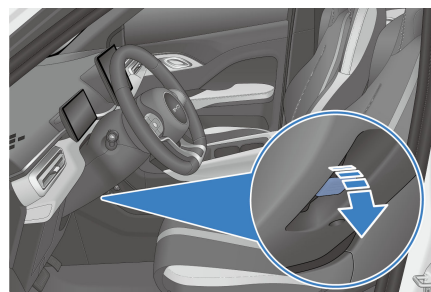
- Push this switch forward or backward to adjust the backrest angle.



If 12V power supply is not available, the front seats cannot be adjusted.

Adjusting the steering manually

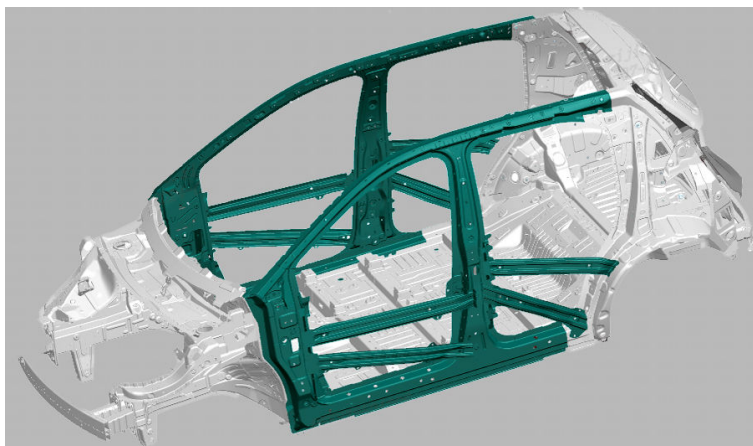
- To adjust the steering wheel position, hold it and operate as follows:
Pull down the steering wheel adjustment handle, adjust the steering wheel to the desired position, and then return the handle to its original position.



Reinforced zone



This vehicle is reinforced to protect the occupants in a collision. A suitable tool must be used to cut or crush these areas. The blue-green area shown in the figure below is the reinforced area.



The B-pillar of the vehicle is made of ultra-high-strength steel. The doors are made of galvanized steel. All other structural components are composed of steel of various strengths.



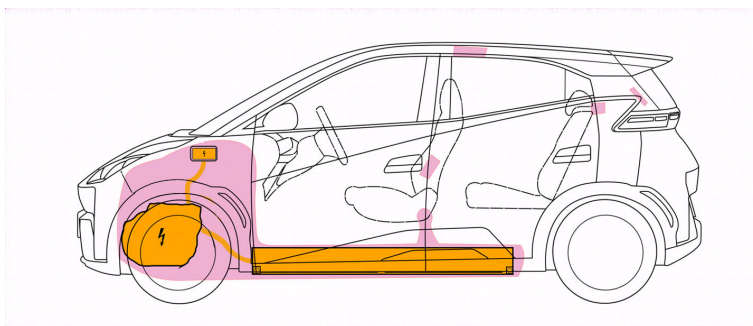
Always use appropriate tools, such as a hydraulic cutter, and always wear appropriate PPE when cutting this vehicle. Failure to follow these instructions may result in serious injury or death.



Regardless of the disabling procedure you use, always assume that all high-voltage components are energised. Cutting, crushing, or touching high-voltage components may result in serious injury or death.

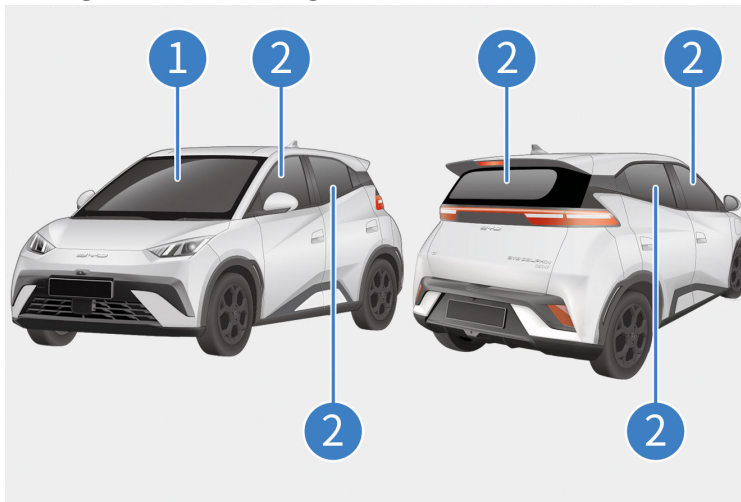
No-cut zones

The vehicle has areas that are defined as "no-cut zones" due to the presence of: high voltage; gas struts; supplemental restraint system (SRS) components; or other hazards. Never cut or crush in these areas. Doing so may result in serious injury or death. The "no-cut zones" are shown below in shaded pink area.



Window

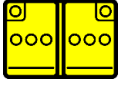
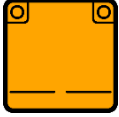
The side window glass (including the front corner glass) and the back door glass of this vehicle are tempered glass, and the front windshield glass and the roof glass (when installed) are made of laminated glass.



① Laminated glass

② Tempered glass

5. Stored energy/liquids/gases/solids

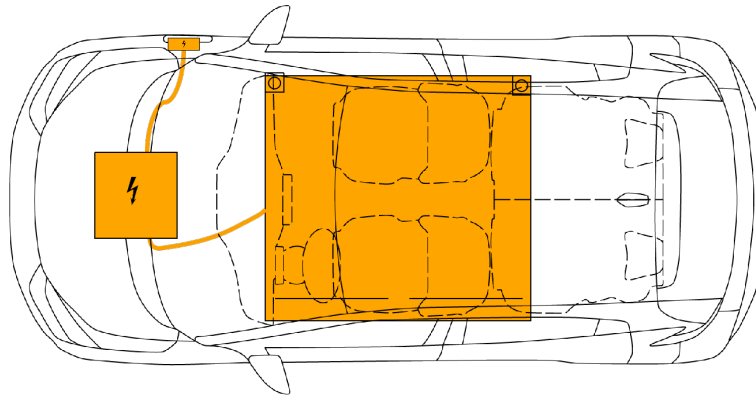
	  	12V
	     	300.8V/288V
	  	Fluorinated greenhouse gas R-1234yf 700/850±10g CO ₂ eq 0.00035571t/0.00043086t GWP 0.501



When there is coolant leakage, the battery pack may become unstable and there is risk of thermal runaway. The battery pack temperature must be checked with a thermal imaging camera.

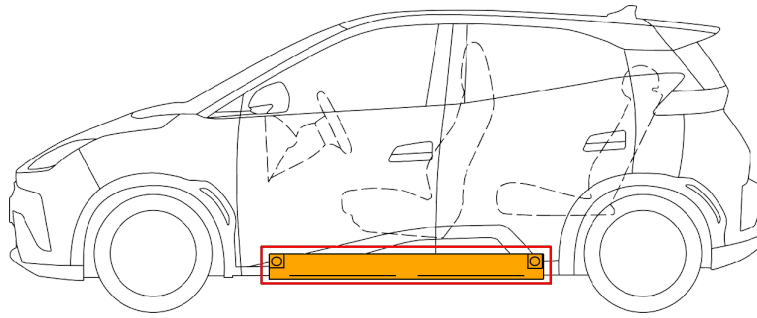


High-voltage components 



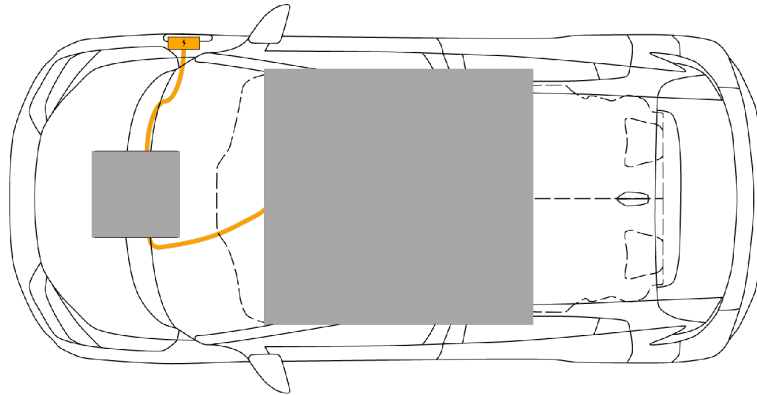
High-voltage battery pack 

The vehicle is equipped with a floor-mounted 300.8 V/288 V lithium iron phosphate high voltage battery. The battery consists of a number of cells that are cooled with a coolant. The coolant is pink and may leak from the battery pack if the battery pack is damaged during a vehicle crash. Energy will be stored in the battery cell. Do not damage the high voltage battery when lifting from the underside of the vehicle. When using rescue tools, special care should be taken to ensure that the floor pan is not damaged, and the high voltage battery pack should not be damaged at any time by using rescue tools. Refer to Chapter 2: Immobilisation/stabilization/lifting for instructions on how to properly lift the vehicle.



High-voltage cables/components

High voltage cables are shown in orange. There are high-voltage wires at the bottom of the vehicle. Do not use rescue tools to damage these high voltage cables. At no time should rescue tools be used to break any high voltage cable. It should always be assumed that high voltage may be present in the orange high voltage cable.

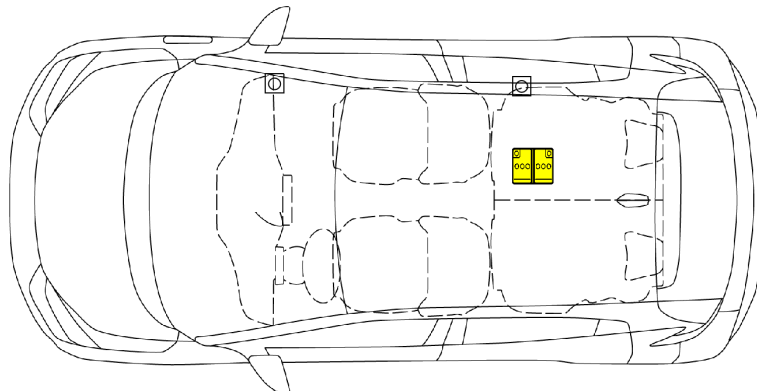


Drive unit

The front moving unit is located between the front wheels. A drive inverter is located within the drive unit. The drive unit converts direct current (DC) from the high-voltage battery into alternating current (AC) for powering the wheels.

Battery low-voltage

In addition to the high voltage system, the vehicle also has a low voltage electrical system. The system's 12 V battery controls the restraint system, airbags, windows, door locks, touch screen, interior and exterior lights. The 12V battery (outlined in red) is located in the rear seat access panel (refer to Section 3 of this document).



6. In case of fire

Firefighting



Do not submerge the vehicle to extinguish/cool a battery fire.



Extinguish the fire using large amounts of water.



BATTERY RE-IGNITION!



Use water to fight a high-voltage battery fire. If the battery catches fire, is exposed to high heat, or is generating heat or gases, use a large amount of water to cool the battery. Due to a large amount of water required to fully extinguish a battery fire and cool the battery, always establish or request additional water supply early. If you don't have enough water, please use CO₂, dry powder, or another typical fire-extinguishing agent.

BYD does not recommend the use of foam on electric vehicles.

- Apply water directly to the battery. If safety permits, lift or tilt the vehicle for more direct access to the battery (see Chapter 2). Apply water from a safe distance only if a natural opening (such as a vent or opening from a collision) already exists. Do not open the battery for the purpose of cooling it.
- BYD does not recommend placing the vehicle in a large container full of water. The use of a thermal imaging camera or infrared (TIC or IR) device is recommended to monitor battery temperatures during cooling. Continue to use water until the battery temperature is equal to or less than the ambient temperature, indicated by the TIC. When using the TIC, allow enough time, once the application of water has stopped, to allow for heat within the battery to transfer to the battery enclosure.
- Extinguish small fires that do not involve high voltage batteries using traditional vehicle fire suppression procedures.
- Extinguish small fires that do not involve the high-voltage battery using typical vehicle firefighting procedures. During firefighting, do not make contact with any high-voltage components. Always use insulated tools for firefighting.



The heat and flame can damage airbag inflators, airbag inflator gas inflation cylinders, gas struts, and other components, causing accidental overheating that can result in explosion of the inflation cylinders. Ensure adequate fire suppression before entering the hot zone.



Battery fires can take up to 24 hours to cool down completely. After the fire has been extinguished and the smoke has subsided significantly, an infrared camera can be used to actively measure the temperature of the high-voltage battery and monitor the process of heating or cooling. No open flames, smoke, audible popping/hissing, or heat from the high voltage battery for at least 45 minutes

before the vehicle is turned over to a second responder (e.g., law enforcement, vehicle transporter, etc.). The battery must be completely cooled before the vehicle is handed over to a second responder or removed from the site of the incident.

- Always inform the second responder of the risk of battery re-ignition. The second responder should be advised to drain the excess water by tilting or adjusting the position of the vehicle. This action helps to reduce the possibility of re-ignition.
- Due to the possibility of re-ignition, vehicles damaged by flooding, fire or collision resulting in damage to the high voltage battery must be kept in an open area. Be at least 50 feet (15 meters) away from any other object.



During all firefighting activities, consider the vehicle energised. Always wear full PPE, including a SCBA.

High-voltage battery-fire damage



Burning batteries release super-heated gases and toxic vapours, similar to those of conventional and other electric and hybrid vehicles. This release may include volatile organic compounds, hydrogen gas, carbon dioxide, carbon monoxide, soot, and particulates containing oxides of nickel, aluminium, lithium, copper, cobalt, and hydrogen fluoride. Responders should always protect themselves with full PPE, including a self-contained breathing apparatus (SCBA), and take appropriate measures to protect civilians downwind from the incident.

- The high-voltage battery consists of LFP cells. If the battery is damaged, the fluid may leak.
- The vehicle's drive unit is liquid cooled with ethylene glycol organic acid coolant. The high-voltage battery uses R1234yf. If damaged, pink coolant may leak from the battery.



A damaged high-voltage battery can create rapid heating of the battery cells. If you notice smoke, steam, or audible popping or hissing coming from the high-voltage battery, assume that it is heated and take appropriate action as described above.

7. In case of submersion

- Treat this vehicle like any other submerged vehicle. The vehicle body does not present a greater risk of electric shock because it is in water. However, handle any submerged vehicle while wearing the appropriate PPE. Remove the vehicle from the water and continue with normal high-voltage disabling.
- Vehicles that have been submerged in water should be handled with greater caution due to the potential risk of a high-voltage battery fire. First responders should be prepared to respond to a potential fire risk. Raise the front of the vehicle to allow water to drain out of the vehicle and the high-voltage battery pack. After the vehicle is removed from the water, continue normal disabling procedures as outlined in Chapter 3.



After removing the vehicle from the water, shut off the high-voltage system (see Chapter 3) and drain water out of the vehicle. Appropriate personal protective equipment must be worn during this procedure.

8. Towing/transportation/storage

This vehicle is equipped with a front drive motor. During vehicle transport, ensure that the front wheels are off the ground and unable to spin.



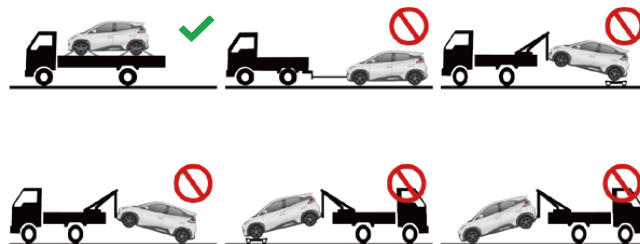
Never transport the vehicle with the tyres in a position where they can spin. Doing so may lead to significant damage and overheating. In rare cases, extreme overheating may cause the surrounding components to ignite.

Store at a safe distance from other vehicles!



BATTERY RE-IGNITION!

If vehicle towing is required, it is recommended to contact a BYD authorised dealer or service provider, professional towing service provider, or a roadside assistance organisation that you have joined. A flatbed is the best choice. Towing the vehicle with a front wheel on the ground compromises high-voltage components.



The vehicle is equipped with high-voltage components that may be compromised as a result of a collision. Before transporting, be sure to assume that these components can be energised. Always follow high-voltage safety precautions (wearing PPE, etc.), until emergency response professionals have evaluated the vehicle and can accurately confirm that all high-voltage systems are no longer energised. Failure to do so may result in serious injury.

Never have your vehicle towed by another vehicle with just ropes or chains.

BYD is not responsible for any damage caused by or during transport of the vehicle, including personal property damage.

Towing hook

- The towing hook is stored in the tool box under the trunk cover, the position to fasten the front towing hook is shown in the figure.
- 1. Open the cover with a straight screwdriver.
- 2. Install the towing hook in the towing hole.



- BYD does not recommend using the towing hook to move the vehicle. It is better to contact a professional towing service provider or roadside assistance organisation that you have joined.
- Use only the towing hook that comes with the vehicle to avoid vehicle damages.
- Do not tow the vehicle from the rear when its four wheels are on the ground. Otherwise, the vehicle will be damaged.

9. Additional important information

Standard information that can be displayed here is:

Email: Autoservice.contact@byd.com

Call 00800-10203000 for 24/7 roadside assistance or customer service (Monday to Saturday 9:00-18:00).

Driver's seat has a far side airbag in addition to the side airbag. Location of the far side airbag is shown in the mark on page 1.

Note: The images in this document show left-hand drive vehicles for the European market.



Be careful not to damage the battery pack when stabilising the vehicle.



The vehicle should be lifted or manipulated only if first responders are trained. Use caution to ensure you never come into contact with the high-voltage battery or other high-voltage components while lifting or manipulating the vehicle.



Do not use the high-voltage battery to lift or stabilise the vehicle.



Do not touch, cut or open high-voltage components and the high-voltage battery! Wear appropriate protective equipment!



After airbags deploy, the vehicle is in an abnormal state. Please leave the vehicle immediately.



The RCM has a backup power supply with a discharge time of approximately 10s. Do not touch the RCM within 10s of an airbag or pretensioner deployment.



Never transport the vehicle with the tires in a position where they can spin. Doing so may lead to significant damage and overheating. In rare cases, extreme overheating may cause the surrounding components to ignite.



The vehicle is equipped with high-voltage components that may be compromised as a result of a collision. Before transporting, be sure to assume these components can be energised. Always follow high-voltage safety precautions (wearing PPE, etc.) , until emergency response professionals have evaluated the vehicle and can accurately confirm that all high-voltage systems are no longer energised. Failure to do so may result in serious injury.

10. Explanation of pictograms used

	Acute toxicity		Air-conditioning component
	Bonnet		Corrosives
	Explosive		Flammable
	General warning sign		Hazardous to the human health
	Remove smart key		Use thermal Infrared camera
	Use water to extinguish the fire		Warning, Electricity
	Warning; low temperature		Electric Vehicle
	Seat height adjustment		Seat adjustment, longitudinal
	Steering wheel, tilt control		