



NIO eT7

Emergency Response Guide





Do not dispose of vehicle keys in household trash. They contain materials that can be recycled.



Take the used battery to a recycling center or to your service center.

ONLINE USER MANUAL

This user manual provides the basic operating instructions of NIO ET7. For owners who want insights and detailed information about the features and functions of the car, an in-depth online manual is available in our official website.

MUST READ

Thank you for choosing NIO's ET7 model (hereinafter referred to as "ET7"). ET7 is a smart electric flagship sedan. During your green journey with ET7, you will get a seamless and considerate user experience.

Before starting your journey with ET7, it is recommended that you read the User Manual from the center display to get all the information you need to use the vehicle. This Rescue Manual only covers the basic information of the vehicle, measures for dealing with an emergency, and the corresponding rescue measures. For detailed information of all vehicle features, please refer to the User Manual from the center display. For information related to warranty and maintenance, please refer to the Warranty Manual from the center display.

The contents of this manual shall not be reproduced or modified in whole or in part without legal and valid authorization.

To avoid failure of the vehicle's function or personal injury, vehicle parts shall not be modified, adjusted or dismantled without legal and valid authorization.

The labels, logos and pictures used in this manual are for illustration purposes only, and the content is for reference only.

This guide provides only the specific information required to understand and safely handle the fully electric ET7 in an emergency situation. It describes how to identify ET7 and provides the locations and descriptions of its high voltage components, airbags, inflation cylinders, seatbelt pre-tensioners, and air spring gas cylinders. This guide includes the high voltage disabling procedure and any safety considerations specific to ET7. Failure to follow recommended practices or procedures can result in serious injury or death.

Please strictly follow the warning information in this manual to use your vehicle more safely.

Warning Information

WARNING

This content is closely related to personal safety and must be complied. Failure to comply may lead to personal injury or serious accident.

CAUTION

This content gives you tips on how to avoid possible vehicle damage or property damage.

NOTE

This content gives you suggestions for better use of your vehicle.

If you have any questions about this manual, please contact us by phone, or log on to the NIO official website to obtain the latest version of the ET7 User Manual.

If you need assistance in an emergency, please contact us by phone.

Contents

01 GENERAL VEHICLE INFORMATION

- 05 ET7 Information
- 06 Instrument Panel and Controls
- 07 Warning Sign Information
- 08 Vehicle Identification Number (VIN)
- 09 Driving Motor Identification Labels
- 09 Recommended Fluids and Capacities
- 10 Powertrain Information

02 SPECIFICATIONS AND PARAMETERS

- 13 Vehicle Size Parameters
- 14 Mass Parameters
- 15 Wheel and Tire Parameters
- 17 Motor Parameters
- 17 Brake Device and Suspension Parameters

03 TIRE INFORMATION

- 19 Tire Inflation
- 20 Tire Pressure Monitoring System
- 20 Snow Socks
- 21 Winter Tire
- 21 Tire Chains
- 21 Repair a Tire
- 23 Replace a Tire

04 EMERGENCY MEASURES OF USERS

- 27 Place a Warning Triangle
- 27 Call for Roadside Assistance
- 28 Jump Start the Vehicle
- 29 Emergency Unlocking from the Outside
- 30 Emergency Unlocking from the Inside
- 30 Open the Liftgate in an Emergency

05 BREAKDOWN SERVICES

- 33 Protective Equipment for Rescue Operations
- 33 Cut off High Voltage Circuit
- 34 Tow the Vehicle after an Accident
- 35 Rescue the Vehicle in Water
- 35 Rescue the Vehicle on Fire
- 35 Rescue the Vehicle with Battery Leakage
- 36 Perform Cutting Operations on the Vehicle

01 General Vehicle Information

GENERAL VEHICLE INFORMATION

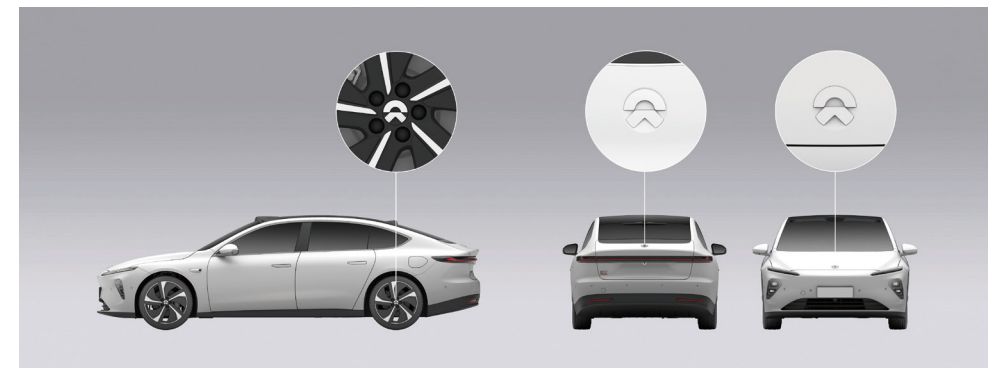
ET7 Information

Vehicle manufacturer	NIO
NIO hotline	Refer to the contact table
NIO official website	Refer to the contact table

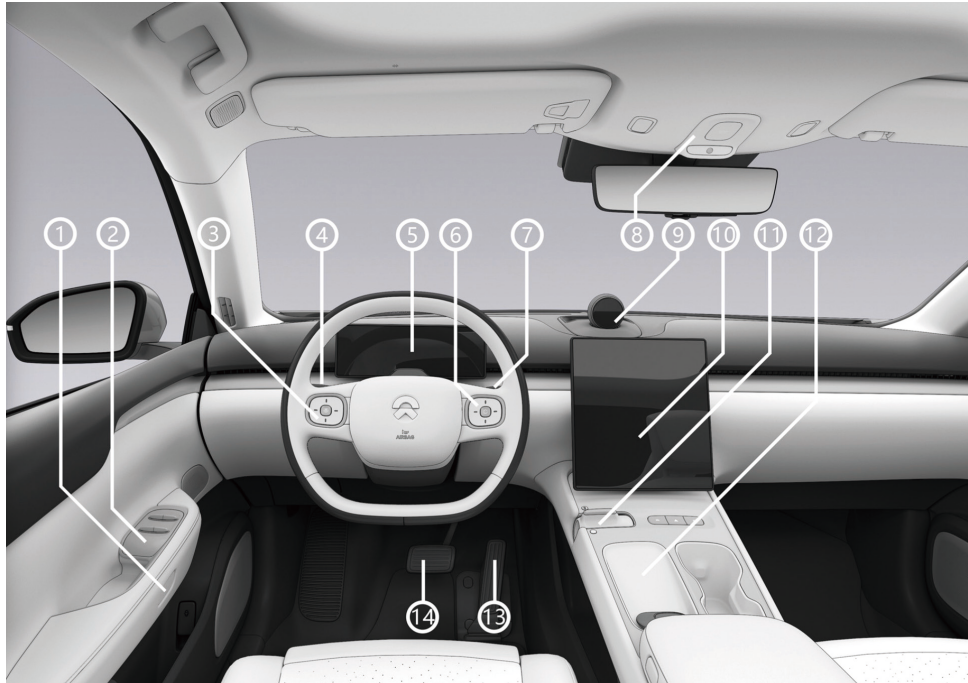
You can find the vehicle certification label in the lower area of the right rear B-pillar.



Vehicle brand label:



Instrument Panel and Controls



1. Electronic switches on interior door handles
2. Control panel for windows
3. Steering wheel buttons-left
4. Light control lever for turn signals and headlights
5. Digital instrument cluster
6. Steering wheel buttons-right
7. Wiper and washer control lever
8. Control panel for emergency calls and reading lights
9. Nomi*
10. Center display

11. Gear selector and center console control panel
12. Wireless charging pad
13. Accelerator pedal
14. Brake pedal

*NOTE

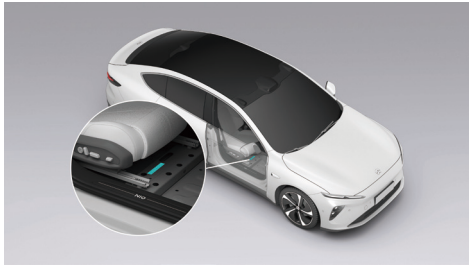
The picture shows Nomi Mate.

Warning Sign Information

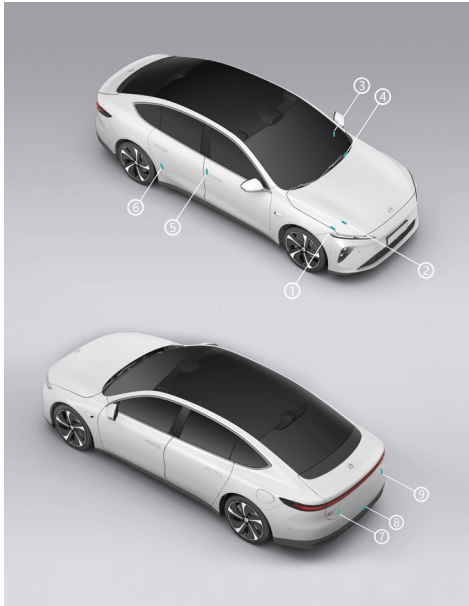
No.	Name	Warning Sign	Description
1	High voltage electricity warning sign		Danger! Do not touch high voltage components.
2	High voltage component warning sign 1		High voltage components. Danger! Do not touch high voltage components without wearing protective equipment to avoid electric shock.
3	High voltage component warning sign 2		High voltage components. Danger! Do not touch high voltage components without wearing protective equipment to avoid electric shock and burns.
4	High voltage battery pack warning sign		Cautions for using the high voltage battery pack.
5	High voltage cable warning sign		High voltage components are connected with orange high voltage harnesses. Do not touch high voltage components without wearing protective equipment.
6	Mutual compatibility identifiers used for charging the car		Mutual compatibility identifiers to guide you charging the car are found in the car's charging port. When selecting the charging gun, you must make sure the identifier on the charging gun equals one of the identifiers found in the car's charging port, either C, K or L. Voltage ranges related to those identifiers are as follows: C: AC ≤ 480V K: DC 50V to 500V L: DC 200V to 920V

Vehicle Identification Number (VIN)

The vehicle identification number (VIN) is stamped on the floor under the front passenger seat.



You can also find the VIN in the following locations:

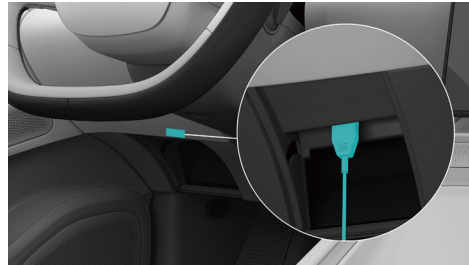


1. Underside of the hood
2. Upper area at the end of the front driving motor
3. Left side of the instrument panel beam
4. Lower-left area of the front windshield
5. Lower area of the right B-pillar
6. Lower area of the right rear door frame

7. Upper area at the end of the rear motor
8. Upper side of the rear floor
9. Right side of the tailgate

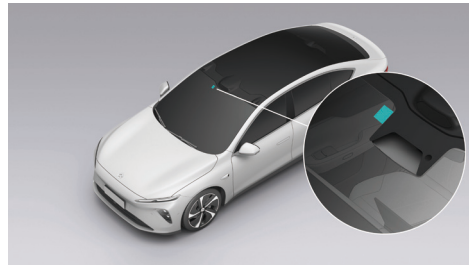
You can also read the VIN from diagnostic instruments that pair with the vehicle (safety module diagnosis tool BD2):

1. Connect the diagnostic instrument to the diagnostic interface of the vehicle and turn it on.



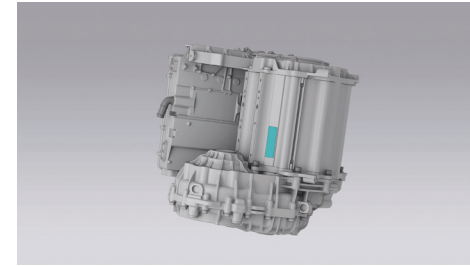
2. Start the diagnostic program and log in to the diagnostic instrument interface.
3. The diagnostic instrument automatically reads and displays the VIN on the interface of the diagnostic instrument.

There is a radio frequency identification device (RFID) at the front windshield of the vehicle where you can install your ETC device.

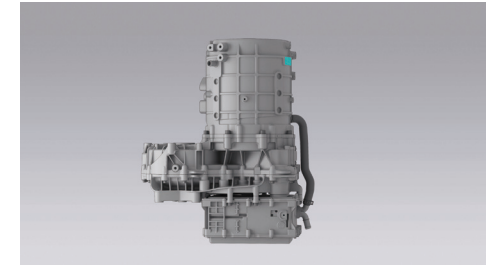


Driving Motor Identification Labels

The front driving motor identification label is located on the lower side of the motor.



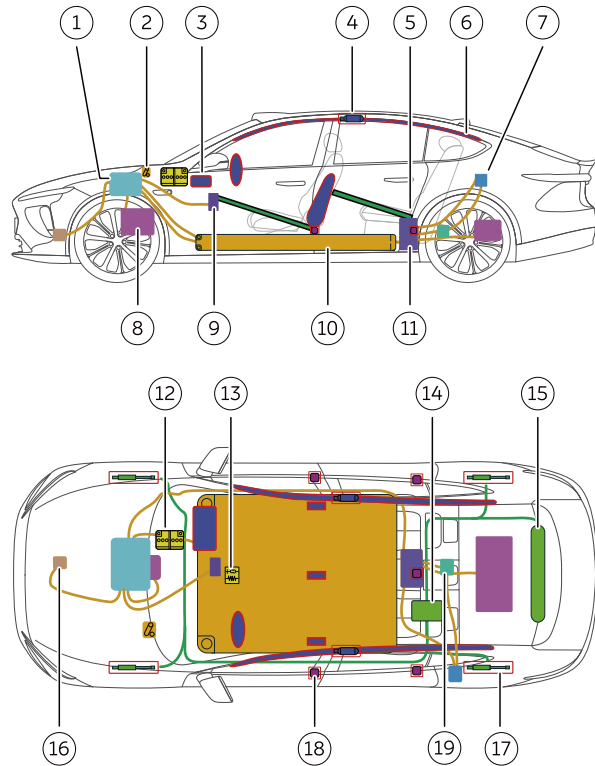
The rear driving motor identification label is located on the lower side of the motor.



Recommended Fluids and Capacities

Item	Product	Capacity
Brake Fluid	DOT4	0.75 L
Coolant	-40°C OAT (water-ethylene glycol solution containing inhibitor)	14 L (100 kwh) 14.25 L (75 kwh)
Refrigerant	R1234yf	1000 g
Windshield Washer Fluid	Freezing point < -30°C	3 L
Gearbox Oil	Castrol BOT350M3	1 L (front), 1.6 L (rear)

Powertrain Information



- | | |
|---|--|
| 1. High voltage DC converter integrated component | 11. Rear high voltage power distribution box |
| 2. Emergency high voltage cutoff plug | 12. 12V battery |
| 3. Airbag | 13. Airbag control unit |
| 4. Side curtain airbag cylinder | 14. High pressure air pump |
| 5. Structural reinforcement | 15. High pressure air tank |
| 6. Curtain airbags | 16. A/C compressor |
| 7. Charge port | 17. Air suspension |
| 8. Driving motor | 18. Seat belt pretensioner |
| 9. High voltage heater for climate control | 19. Europe charging control unit |
| 10. High voltage battery | |

High Voltage Battery

The vehicle is equipped with a 350V lithium-ion high voltage battery. Do not damage it when lifting from under the vehicle. When using rescue tools, please take special care to avoid breaking the underbody.

WARNING

- Before servicing, removing and installing high voltage components, be sure to power off the vehicle and confirm that the emergency power-off switch and 12V power supply are disconnected. After the vehicle is powered off, let it sit for more than 5 minutes.
- No personnel without corresponding qualifications shall operate high voltage components. Operators must wear protective equipment such as insulating gloves that meet related requirements, and must not carry any metal objects.

Driving Motor

The driving system powers the vehicle by converting the direct current from the high voltage battery into mechanical torque which is distributed to the four wheels. In addition, it can also recover kinetic energy to charge the high voltage battery and operate in reverse to turn the drive shafts backward. The driving system consists of two driving motors. The front motor is mounted on the front subframe, and the rear motor is mounted on the rear subframe.

12V Battery

The 12V battery powers the SRS, windows, locks, touchscreen and vehicle lighting.

Airbags

The airbag system includes front airbags and side airbags. The front airbags include front head airbags that are located in the steering wheel and at the instrument panel on the passenger side. The side airbags include front side airbags (located on the outside of the front seats) and curtain airbags (located on the headliner from the A pillar to C pillar on both sides). The locations of the airbags are labeled with "AIRBAG".

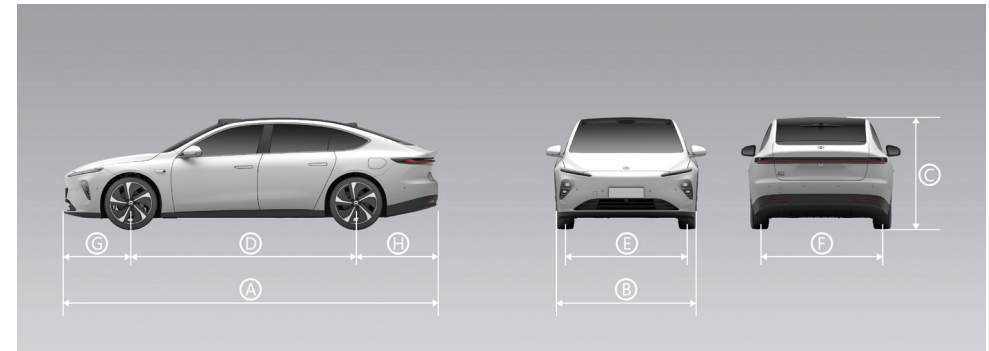
Air Suspension High Pressure Tank

The high pressure air tank is mounted at the rear of the vehicle body using a rubber-wrapped bracket. The air tank generates sufficient air for the suspension system. The ride height is adjusted by adjusting the air pressure of the system.

02 Specifications and Parameters

SPECIFICATIONS AND PARAMETERS

Vehicle Size Parameters



Item	Value
Length A (mm)	5,101
Width B (mm) (excluding side mirrors)	1,987
Height C (mm)	1,509
Wheel Base D (mm)	3,060
Front Track E (mm)	1,668
Rear Track F (mm)	1,672
Front Overhang G (mm)	916
Rear Overhang H (mm)	1,125
Ground Clearance (mm)	128
Approach Angle	14° at curb weight 13° at full load
Departure Angle	17° at curb weight 16° at full load
Seats	5

Mass Parameters

Item		75 kwh	100 kwh
Unladen mass (kg)		2,359	2,379
Mass of vehicle with bodywork in running order (including coolant, oils, fuel, tools, spare wheel and driver) (kg)		2,434	2,454
Distribution of this mass among the axles (kg)	Front Axle:	1,205	1,215
	Rear Axle:	1,229	1,239
Technically permissible maximum laden mass stated by the manufacturer (kg)		2,900	2,900
Distribution of this mass among the axles and, in the case of a semi-trailer or centre-axle trailer, load on the coupling point (kg)	Front Axle:	1,317	1,317
	Rear Axle:	1,583	1,583
Technically permissible maximum mass on each axle (kg)	Front Axle:	1,400	1,400
	Rear Axle:	1,695	1,695

Wheel and Tire Parameters

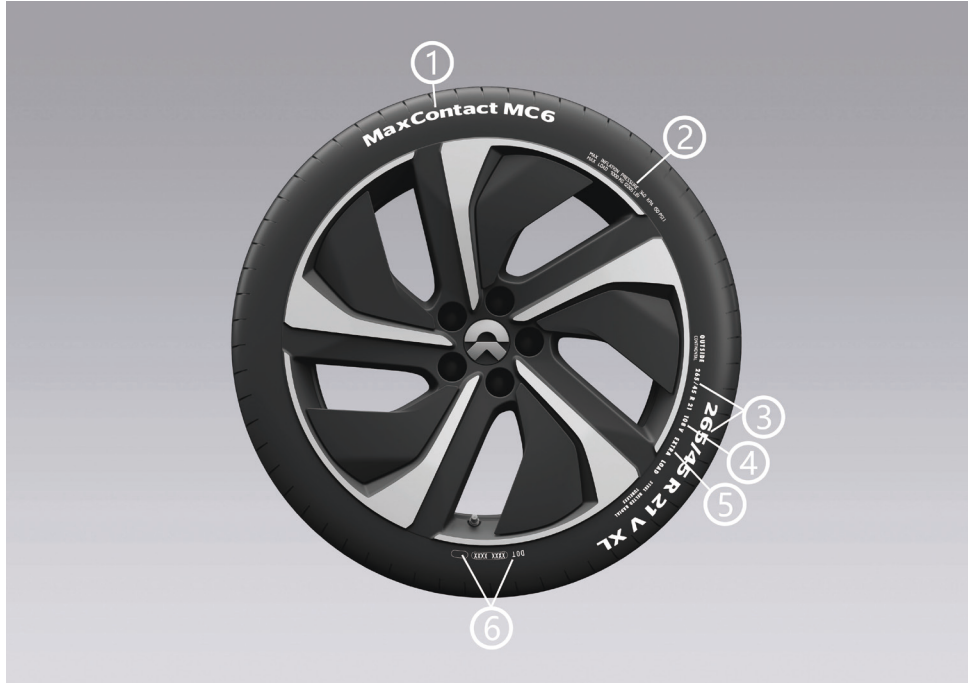
Item	Value
Specifications	245/50R19 105V XL
	245/45R20 103Y XL
	245/45R20 103V XL
	255/40R21 103V XL
Tire Pressure (bar)	2.6 (no load)
Camber Angle	-0.5±0.5°
Total Front Camber Angle	0±0.5°
Front Toe Angle	0.3±0.2°
Total Front Toe Angle	0±0.05°
Front Caster Angle	4.6±0.5°
Total Front Caster Angle	0±0.5°
Rear Camber Angle	-1.3±0.5°
Total Rear Camber Angle	0±0.5°
Total Rear Toe Angle	0.2±0.2°
Approach Angle	0±0.15°
Steering Wheel Angle	0±3.5°
Front Track Height (mm)	420±5
Rear Track Height (mm)	417±5
Lug Nut Torque (N·m)	220

NOTE

Wheel specifications are subject to the vehicle configurations.

Tire Marks

The tire sidewalls are marked with all tire-related signs and features.



1. Product name
2. Maximum tire load and maximum allowable inflation pressure (which should not be used for normal driving)
3. Tire size
For example, 245/45R20 means that the tire width is 245mm and the aspect ratio is 45, R refers to the radial structure of the tire, and the wheel diameter is 20 inches.
4. Tire load index and rated speed
For example: 103 means that the tire load is 875 kg, 105 means that the tire load is 925 kg. Rated speed refers to the maximum speed at which the tire can operate for a long time, where Q=160 km/h, R=170 km/h, S=180 km/h, T=190 km/h, U=200 km/h, H=210 km/h, V=240 km/h, W=270 km/h, and Y=300 km/h.
5. Rated load mark
6. DOT tire identification number
After the letters DOT, the first 2 digits/letters represent the code of the factory where the tire was manufactured, the next 2 digits/letters represent the size of the tire, the next 4 digits/letters represent the type code of the tire, and the last 4 digits represent the year and the week when the tire was manufactured. For example, 1721 represents the 17th week of 2021. This information can be used to contact the consumer when a tire is defective and needs to be recalled.

Motor Parameters

Item	Value	
	Front	Rear
Type	Permanent magnet alternating current motor	Alternating current induction motor
Model	TZ180S001	YS300S001
Rated Power/Torque (kW/N·m)	70/150	60/120
Peak Power/Torque (kW/N·m)	180/350	300/500

Brake Device and Suspension Parameters

Item	Value	
	Front	Rear
Brake Pad Thickness (mm)	Front	Rear
	2 ~ 9	2 ~ 11
Brake Disc Thickness (mm)	Front	Rear
	32 ~ 30	20 ~ 18
Nominal Pressure of Air Suspension Reservoir (bar)	20	

03 Tire Information

TIRE INFORMATION

Tire Inflation

WARNING

- Using underinflated or overinflated tires will increase the risk of accident and injury.
- To ensure your safety while driving, please check the tire pressure regularly. When checking the tire pressure, make sure the tires are cold (the tire temperature is the same as the ambient temperature or the vehicle has not been moved for three hours after driving). The recommended cold tire inflation pressure label is located on the frame of the driver's side door. If the tire is hot, the tire pressure is generally 0.3 bar higher than that of a cold tire.



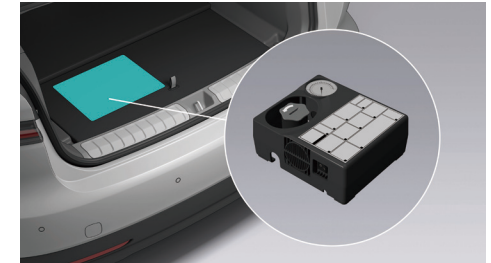
Overinflation will affect your comfort while driving, damage tires, especially on rough roads, and cause blowouts in severe cases. This may lead to unexpected loss of vehicle control and increased risk of injury. Underinflation will cause uneven tire wear, affect the vehicle handling, and result in abnormal energy consumption.

NOTE

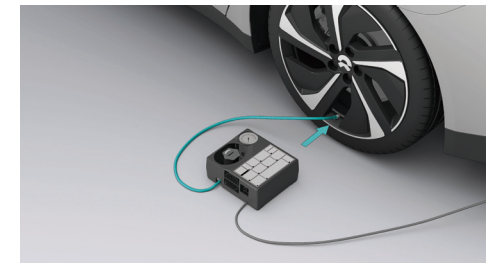
- The 21-inch tires are self-sealing tires. When the width of a tire puncture is less than 5mm and the tire pressure shown on the center display is normal, the vehicle can still be driven under 120 km/h. If the tire is severely punctured or damaged, please contact NIO immediately for tire inspection or replacement.

You can inflate the tires with the tire inflator in the emergency kit. To inflate a flat tire:

1. Park the vehicle on a safe road, put on the reflective vest and set up the warning triangle properly.
2. Open the emergency kit cover in the trunk to take out the tire inflator.



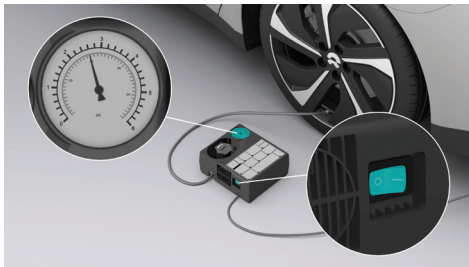
3. Connect the inflation hose on the side of the tire inflator to the valve stem on the tire.



- Connect the power plug of the tire inflator to the 12V power socket in the vehicle.





- Make sure the vehicle is powered on, turn on the power switch of the tire inflator, and inflate the tire. When the tire pressure reaches 2.6 bar, turn off the tire inflator manually and disconnect it from the power socket.




- After completing inflation, disconnect the inflator from the vehicle and stow it in the emergency kit.

Tire Pressure Monitoring System

The vehicle is equipped with a Tire Pressure Monitoring System (TPMS). If one or more tires have an abnormal pressure or temperature, the instrument panel will light up the tire pressure indicator  and display the location of the faulty tire. It will also remind you to stop driving and check the tire as soon as possible, and inflate or deflate the tire to the normal range.

If a tire has an abnormal tire pressure or is deflating rapidly, the instrument cluster will light up the tire pressure indicator  and the system will emit a beep to remind you to check the tire pressure. If the system

functions abnormally or the tire temperature is above the rated range, the indicator  will flash for 75 seconds and then stay solid, and the system will emit a beep to remind you. In this case, park the vehicle in a safe place as soon as possible and contact NIO.

You can tap My ET7 > Health on the center display to check the current tire pressure. If the current tire pressure is shown as "--", this means the system has not obtained a valid tire pressure reading, and you can check the tire pressure again after driving over 25 km/h for more than 10 minutes. If a tire is underinflated, overheated, or has any other abnormality detected by the system, the center display will light up the position of the faulty tire and display the detailed fault information.

The Tire Pressure Monitoring System (TPMS) is based on tire temperature and atmospheric temperature. At high altitudes or low temperatures, it may be necessary to inflate the tire to a slightly higher pressure to eliminate the low tire pressure alarm.

Snow Socks

The vehicle does not come with snow socks, but you can purchase them yourself. Please pay attention to the following points when using snow socks:

- Improper snow socks can damage the tires, wheels, and brake system of the vehicle. Please carefully check the specifications of the original equipment (OE) tires and the relevant instructions provided by the snow sock manufacturer. Snow socks can be used on all four wheels of the vehicle.
- Snow socks are only used on ice and snow. When driving onto dry roads (asphalt roads, cement roads, dirt roads, etc.), please remove them immediately. Snow socks should be removed when the vehicle is parked.

- When the vehicle starts, ice and snow particles on the ground may be thrown up due to the increased grip of the snow socks. Avoid standing at the rear of the vehicle.
- No need to turn off the vehicle's electronic stability system when snow socks are in use.
- The speed of the vehicle must not exceed 50 km/h with snow socks installed. Please also avoid sharp acceleration, braking, turning and other aggressive operations, otherwise there is a high risk of damage to the snow socks.
- If any abnormal noise is heard during driving with snow socks installed, please

- stop the car in a safe position and, while ensuring personal safety, check whether the snow socks are installed correctly.
- When the black fabric in the bottom layer below the white road contact fabric are exposed, please stop using the snow socks and replace them with new ones.
- Snow socks should not be used as direct substitutes for winter tires.
- After use, dry the snow socks, place them in their original packaging and store them in a dry place. Due to the ease of use of the material, snow socks can be washed at room temperature to keep road contact fabric clean but should not be ironed.

Winter Tires

To achieve the optimal vehicle performance, please use the recommended winter tires in winter. Choose the appropriate type of winter tires or studded tires in accordance with local laws.

Tire Size	Load Index
245/50R19	105
255/45R20	103
255/40R21	102

Tire Chains

The vehicle does not come with tire chains, but you can purchase them yourself. Please pay attention to the following points when using tire chains:

- Improper tire chains can damage the tires, wheels, and brake system of the vehicle. Please carefully check the specifications of the original equipment (OE) tires and the relevant instructions provided by the tire chain manufacturer. Only 19\20 inch rear original tires are suitable for half pack anti-skid chain, while the rest of the tires are not suitable for anti-skid chain.
- Do not drive over 50 km/h or the wspeed limit specified by the tire chain manufacturer (whichever is lower).

- Drive carefully and slowly to avoid bumps, potholes, sharp turns, or wheel lock-up, which may impair the functionality of the vehicle or cause damage to it.
- To avoid tire damage and excessive tread wear, tire chains must be removed when driving on roads without snow.

Repair a Tire

WARNING

- Do not drive with a punctured tire, as it may lead to a tire blowout and endanger your safety.
- Tire sealant can irritate the eyes and skin. Keep out of reach of children.

CAUTION

- Please check the expiry date marked on the container before using tire sealant.
- If the width of the puncture on a 19-inch or 20-inch tire is below 6mm, we recommend that you remove the foreign object and repair the tire with tire sealant. If the width of the puncture is over 6mm or the tire is severely damaged, please safely stop the vehicle and contact NIO immediately for tire replacement.
- If the tire is repaired without removing the foreign object, it will cause an abnormal noise while driving and may result in a tire leak over long distances.

NOTE

- The 21-inch tires are self-sealing tires. When the width of a tire puncture is less than 5mm and the tire pressure shown on the center display is normal, the vehicle can still be driven under 120 km/h. Once punctured, the self-sealing tire cannot be used for a long period of time. If the tire is severely punctured or damaged, please contact NIO immediately for tire inspection or replacement.
- Please adjust the puncture to the top of the tire when repairing it.
- Tire sealant can only be used to repair the tread and shoulder areas.

Park the vehicle safely on a flat and solid road as far away from traffic as possible and shift into PARK. After putting on the reflective vest, setting up the warning triangle and turning on the hazard warning lights, you can start repairing 19-inch and 20-inch tires with the tire sealant and tire inflator in the emergency kit:

1. Park the vehicle on a safe road and set up the warning triangle in a proper location.

2. Open the emergency kit in the trunk and take out the tire sealant canister and the tire inflator.



3. Remove the maximum speed label from the tire sealant canister and place it on the steering wheel to remind yourself not to drive over 80 km/h.



4. Remove the dust cover on the tire inflator, turn the tire sealant canister upside down and slide it into the slot on the tire inflator. Connect the tire sealant canister to the wheel, remove the tire valve cap, and connect the tire sealant hose to the valve.



5. Connect the power plug of the tire inflator to the 12V power socket in the vehicle.
6. Make sure the vehicle is powered on, turn on the tire inflator and start to inject tire sealant into the tire. Observe the pressure gauge, and turn it off when the pointer reaches ≥ 2.2 bar (which will take around five to 10 minutes). Turn off the tire inflator and disconnect the power plug from the 12V power socket.

NOTE

When the tire inflator begins operating, the pressure gauge will initially display a high pressure up to 6 bar, after which the pressure will drop to a normal range.

7. Remove the inflation hose of the tire inflator from the tire valve and stow it in the emergency kit.
8. Drive the vehicle 3 to 10 km (or for about 5 to 10 minutes) at under 80 km/h to evenly spread the tire sealant and plug the puncture.



9. Park the vehicle on a safe road, set up the warning triangle, and check the tire pressure readings on the center display. Continue driving if the tire pressure is ≥ 2.2 bar. Inflate the tire to ≥ 2.2 bar if the tire is under-inflated and drive the vehicle at a speed no higher than 80 km/h for 3 to 10 km (or around 5 to ten minutes). Check the tire pressure again. If the tire pressure is still below 2.2 bar which means the tire is severely damaged or the tire sealant cannot seal the tire, park the vehicle in a safe place and contact NIO immediately.

CAUTION

- If the tire pressure gauge is unable to reach the green zone within 12 minutes after repair then the tire is severely damaged. Please stop driving the vehicle and contact NIO.
- Tire sealant is only a temporary solution for emergencies and the vehicle can be driven for up to 200 kilometers at most. Please take the vehicle to the nearest repair shop for tire repair or replacement.
- After fixing a tire with the tire sealant, please contact NIO to have the air tube joint replaced.

Replace a Tire

If a tire cannot be repaired with tire sealant due to a severe leak, park the vehicle safely on a flat and solid road as far away from traffic as possible and shift into PARK. Put on the reflective vest, set up the warning triangle, turn on the hazard warning lights, and contact NIO for tire replacement.

WARNING

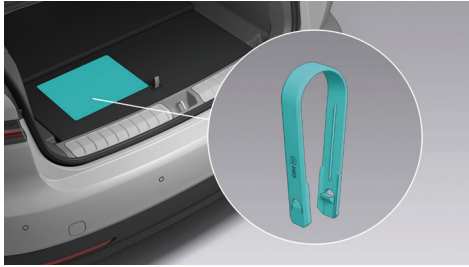
- When replacing a tire, the new tire must comply with the specifications of the original one. Using a tire with different specifications may affect the vehicle's handling and result in a loss of vehicle control.
- Never get underneath the vehicle when it is lifted on a jack as this may cause severe injury or even death.
- Do not lift the vehicle when people are inside.
- Do not place any object above or underneath the jack when it is lifting the vehicle.

Follow the instructions to replace the tire:

1. Prepare a jack and a spare tire of the correct specifications.
2. Place a stopper in front of the tire diagonal to the flat tire to prevent the vehicle from slipping.

3. Go to Settings from the control bar at the bottom of the center display, and tap Driving > Jack Mode to maintain the suspension at the current height and avoid height changes during tire replacement.

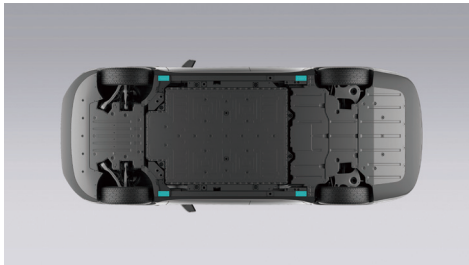
4. Remove the lug cap with the removal tool in the emergency kit and then turn the lug wrench counterclockwise to loosen the lug nuts.



CAUTION

Tire rims have a special protective coating. When removing or installing lug nuts, tires or rims, take reasonable precautions to protect the rim's surface from accidental scratches caused by hard or sharp objects.

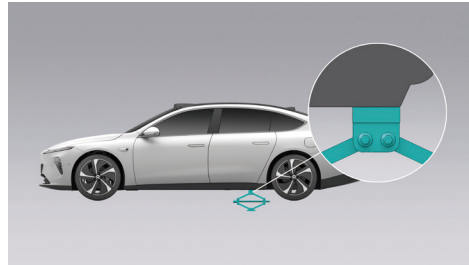
5. Position the jack at the correct jacking point.



WARNING

Make sure the jack is positioned correctly under the jack point. Failure to do so may damage the vehicle, or the vehicle may slip off the jack and cause injury.

6. Jack up the vehicle until the flat tire is sufficiently above the ground. When lifting the vehicle, ensure the jack is properly positioned.



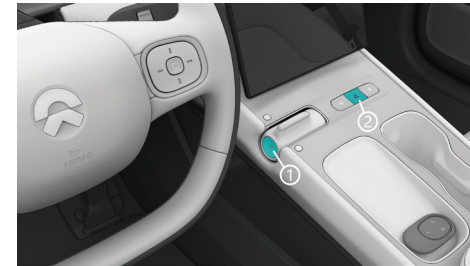
7. Remove the lug nuts and change the flat tire. When mounting the new tire, ensure the lug nuts are aligned with the mounting holes and the metal surface of the rim is in proper contact with the mounting surface.
8. After installing the lug nuts, use the jack to lower the vehicle to the ground and exit the Jack Mode on the center display. Tighten all the lug nuts clockwise with the lug wrench. Then, use a torque wrench to tighten the lug nuts to the specified torque.
9. Check the tire pressure after replacement. If necessary, inflate the tires to the rated range, and then replace the tire valve cap.
10. Properly stow all the tools, the jack, and the flat tire.

04 Emergency Measures of Users

EMERGENCY MEASURES OF USERS

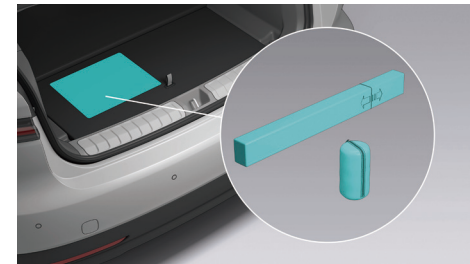
Place a Warning Triangle

In case of an emergency, please slowly and steadily drive the vehicle to a safe area, press the brake pedal to stop the vehicle, and shift into PARK. Then, you should turn on the hazard warning lights by pressing the button on the center console to warn other vehicles approaching from behind.

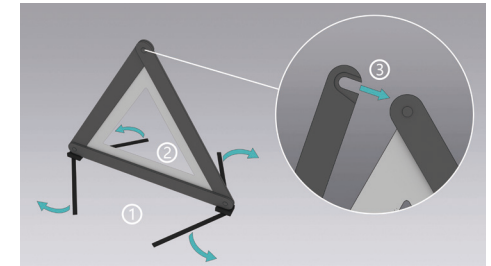


1. PARK button
2. Hazard warning light button

Open the cargo cover inside the trunk and take out the warning triangle and reflective safety vest from the emergency kit. You should put on the safety vest first, and then place the warning triangle at around 50 meters to 100 meters behind the vehicle (at least 150 meters behind the vehicle on the highway; add an additional 100 meters at night; 200 meters behind the vehicle in case of rain or fog).



Instructions for setting up the warning triangle:



1. Deploy the bracket under the triangle.
2. Unfold the two sides of the triangle.
3. Fasten the buckle on top of the triangle.

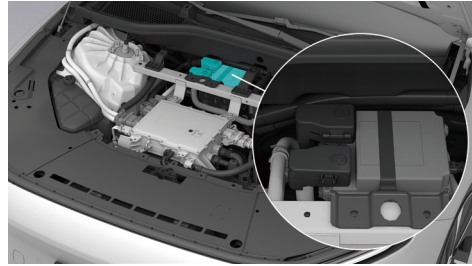
Call for Roadside Assistance

In case of accidents such as collisions, floods, and battery fires, contact NIO immediately after setting up the warning triangle and wait for the rescue team.

WARNING

In the event of a battery fire risk, the vehicle will automatically cut off power and the instrument cluster and center display will display a warning message. Make sure the surrounding area is safe and promptly leave the vehicle to call for help.

- When your vehicle is connected to the Internet, you can press the SOS button on the roof console (press and hold once or press twice) to call for rescue. You can cancel the call within eight seconds. The backlight of the SOS button indicates the status of the emergency call: solid green indicates the emergency call function is normal; flashing green indicates an emergency call is in progress; solid red indicates the emergency call function failed and you must contact NIO immediately.



- In case your vehicle is not connected to the Internet, you can contact NIO by phone or on the NIO app and track the current rescue service status on the NIO app (such as the service status of your insurance company or a rescue agency).

NOTE

When the tire inflator begins operating, the pressure gauge will initially display a high pressure up to 6 bar, after which the pressure will drop to a normal range.

Jump Start the Vehicle

When the vehicle cannot start because the 12V battery level is low, you can jump start the vehicle by connecting the jumper cable to the 12V battery of another vehicle.

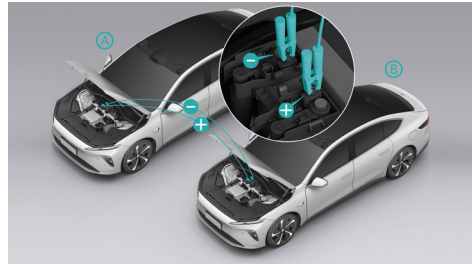
CAUTION

- When jump starting a vehicle, make sure the two vehicles are not in contact with each other. Otherwise, the current generated when the positive terminals of the 12V batteries on the two vehicles are connected will damage the vehicle.
- Connect the positive terminals first, and then the negative terminals.

To avoid short circuits or other damage, we recommend you observe the following procedure when you jump start the vehicle:

1. Put the vehicles in PARK, cut off the power supply of the 12V battery, make sure the jumper cable is correctly connected to the vehicle electrical system, and open the front hood of Vehicle A to find the 12V battery.

2. Connect one end of the red cable to the positive (+) terminal of the 12V battery on Vehicle A.



3. Connect the other end of the red cable to the positive (+) terminal of the 12V battery on Vehicle B.
4. Connect one end of the black cable to the negative (-) terminal of the 12V battery on Vehicle B.
5. Connect the other end of the black cable to a proper earthing point of the 12V battery on Vehicle A.
6. Start Vehicle B and let it run for a few minutes. Then, start Vehicle A to check whether it can start up normally.
7. After Vehicle A starts up normally, power off Vehicle B, remove the jumper cables in the opposite order they were connected, and stow all equipment.

Emergency Unlocking from the Outside

When the vehicle cannot be unlocked by conventional methods (such as a smart key fob, keyless entry, NIO app, or NFC), you can use the emergency key to unlock the driver-side door.

CAUTION

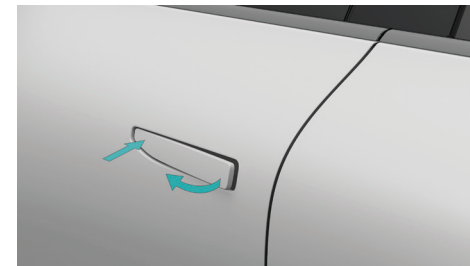
Do not leave the emergency key in your vehicle. Please keep it safe in case of emergency.

To use the emergency key:

1. Pull out the metal key portion of the emergency key while toggling the switch on the emergency key.



2. Push the front end of the exterior handle on the driver's door.



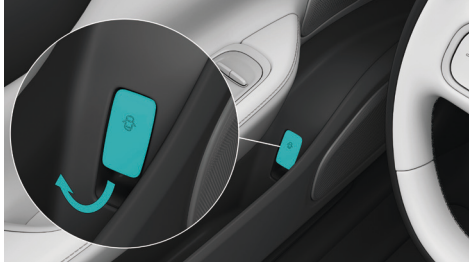
3. Pull the door handle and insert the emergency key into the lock. Rotate the key clockwise to unlock the driver's door.



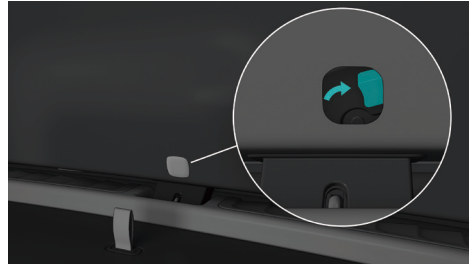
4. To lock the driver's door, rotate the key counterclockwise.

Emergency Unlocking from the Inside

When the whole vehicle is locked, if the door needs to be opened in an emergency (for example, when the electronic switch on the door handle fails or the vehicle falls into water), pull the mechanical switch on the interior door handle once to open the corresponding door.



Open the Liftgate in an Emergency



To open the tailgate, lift the oval block above the lock buckle from the inside of the trunk, and then toggle the button in the hole with your finger.

CAUTION

- If the 12V battery is drained, you can only unlock the driver's door using the emergency key. Other doors can be unlocked and opened from the inside by pulling the mechanical switch on the corresponding interior door handle.
- When opening the door with the mechanical switch on the interior door handle, the door may not be able to perform the window lowering operation, and there is a risk of damage to the window trim.
- When Child Lock is on, the rear doors cannot be opened from the inside and can only be opened from the outside when the vehicle is unlocked.

05 Breakdown Services

BREAKDOWN SERVICES

Protective Equipment for Rescue Operations

The powertrain system is powered by the high voltage battery. Severe collisions and impacts may cause electrical leakage or electrolyte leakage. Therefore, rescue operations should be carried out by professionals who must wear personal protective equipment.

WARNING

Remove all metal objects (such necklaces and watches) before carrying out any operation. Failure to do so may increase the risk of electric shock.

Electrical Protection

Wear the following protective equipment to avoid high voltage electric shocks:

- Rubber insulating gloves (over 500V insulation resistance)
- Goggles
- Rubber insulating boots
- Insulated tools

Chemical Protection

In case of electrolyte leakage, wear the following protective equipment to prevent skin and facial injuries:

- Protective face shield
- Chemical-resistant gloves

Cut off High Voltage Circuit

To cut off the high voltage circuit, disconnect the emergency high voltage cutoff plug (located in the left area under the hood), and then disconnect the cable connected to the negative terminal of the 12V battery (located near the front windshield under the hood).

To cut off the high voltage circuit:

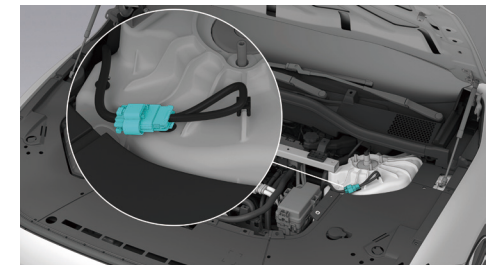
1. Pull the hood handle cover in the cabin twice to unlatch the hood.



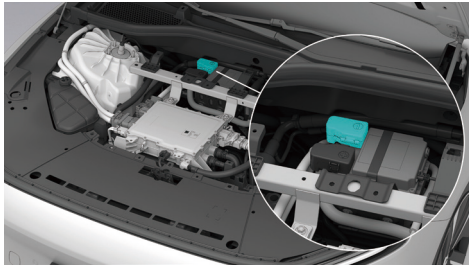
2. Lift the front hood.



3. Disconnect the emergency high voltage cutoff plug to cut off the high voltage circuit. Remove the plug and store it properly.



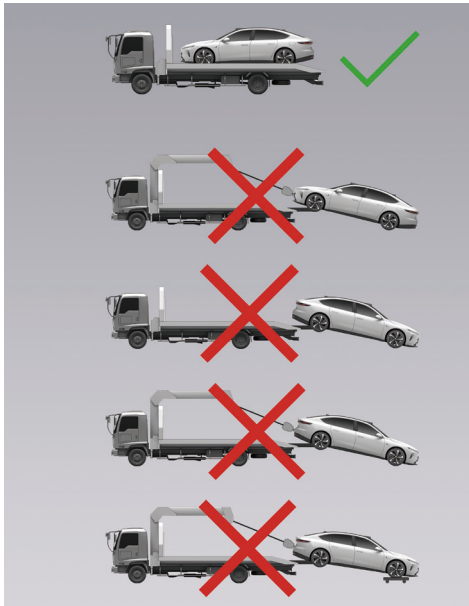
- Disconnect the cable connected to the negative terminal of the 12V battery. Wrap the cable with a protective layer to avoid conduction due to accidental contact.



Tow the Vehicle after an Accident

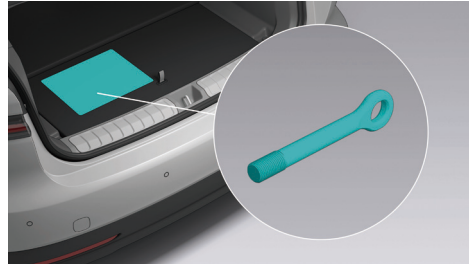
CAUTION

Do not tow your vehicle when the tires are touching the ground and do not tow the vehicle directly with tow chains.



When necessary, transport the vehicle with a flatbed truck.

- Remove the tow bar from the emergency kit in the trunk.



- Release the tow bar cover by pressing firmly on the lower end of the cover (1). Fully insert the tow bar into the opening and rotate it until securely fastened (2). The tow bar at the rear is installed in the same way as the front.



- Keep the vehicle in PARK, press the brake pedal, go to Settings from the control bar at the bottom of the center display, and tap Driving > Tow/Wash Mode. The vehicle will release the parking brake and become towable. (Please use the wheel stopper accordingly to prevent sliding.)
- Before towing, power off the vehicle and turn on the hazard warning lights to ensure that the whole vehicle is locked and no occupant is in the vehicle.
- Attach the tow chain to the tow bar and slowly tow the vehicle to the flatbed truck.
- After pulling the vehicle onto the flatbed truck, use the wheel stopper and straps to secure the tires onto the truck.

- Before transporting the vehicle, exit Tow/Wash Mode on the center display and tap Driving > Jack Mode to maintain the suspension at the current height and avoid height changes during transportation.

CAUTION

- The vehicle can only be towed from the site when there are no safety risks in doing so. If the high voltage battery is deformed, leaking or emitting smoke, address the risk posed by the high voltage battery first.
- Try restarting the 12V battery if Tow/Wash Mode cannot be turned on normally. If the park brake cannot be released, use a tow dolly or a trailer to transport the vehicle a short distance.
- Do not slam on the brake pedal or accelerator pedal when exiting Tow/Wash Mode on the center display.

Rescue the Vehicle in Water

CAUTION

- When driving, do not submerge the vehicle in deep water for a long period of time. Otherwise, the vehicle's high voltage components may be damaged.
- If the vehicle body and chassis are not damaged, there will not be any additional risks of electric shock. However, the rescue of a submerged vehicle should be carried out by professionals who must wear personal protective equipment. During rescue operations, first pull the vehicle out of the water and then cut off the high voltage circuit.

Rescue the Vehicle on Fire

WARNING

- In the case of a vehicle fire, do not directly touch any part of the vehicle. All rescue operations should be performed by professionals who must wear appropriate personal protective equipment.
- The gas stored in the side curtain airbag cylinder and the high pressure air suspension tank may expand and explode under high temperatures. Please act with caution to avoid injury.

If the vehicle fire doesn't involve the high voltage battery, you can use the fire extinguisher to put out the fire.

If the vehicle fire is caused by the high voltage battery or the high voltage battery is overheated, deformed, cracked, or damaged in the fire, use a large amount of water or foam extinguishing agent mixed with water (F-500 EA is recommended) to cool down the high voltage battery. After the battery is completely cooled down (which may take up to 24 hours), monitor it for one more hour to ensure the battery does not heat up again. Then, drive the vehicle to an open and flat area and set up a 15-meter safety zone to keep people away from the vehicle.

WARNING

Be aware that a high voltage battery may re-ignite even after it is cooled down. Particular attention should be paid when transporting the battery.

Rescue the Vehicle with Battery Leakage

WARNING

If leakage from a high voltage battery is caused due to an impact, the rescue should be performed by professionals who must wear protective face shields and chemical-resistant gloves. Never make direct contact with the fluids.

When the high voltage battery leaks, it may generate heat or even cause a fire. Please cool down the high voltage battery first and then clean up the fluids.

- If the leak is not severe, use a liquid absorbing pad to clean up the fluids and then place the used pad in a closed container or use a professional incineration process to dispose of the fluids.

- If the leak is severe, dispose of the fluids following the disposal guidelines for hazardous chemical waste. Pour calcium gluconate solution over the leaked fluids and use gas collection and control devices to dispose of leaked gases.

CAUTION

If any fluids accidentally get on the skin, remove the contaminated clothes and rinse the skin with soap under running water for 15 minutes until all chemical residues are removed. Seek medical attention immediately if the irritation or discomfort doesn't improve.

Perform Cutting Operations on the Vehicle

WARNING

- When professional rescuers perform cutting operations, they must use appropriate tools such as a hydraulic cutter and wear appropriate personal protective equipment to avoid serious injury.
- The vehicle pillars are reinforced with aluminum castings to better protect the occupants in case of an impact. Please use proper tools to cut the pillars during rescue. Do not cut any high temperature or high voltage areas on the vehicle, such as airbag components and high voltage components, as indicated by the red areas below.

