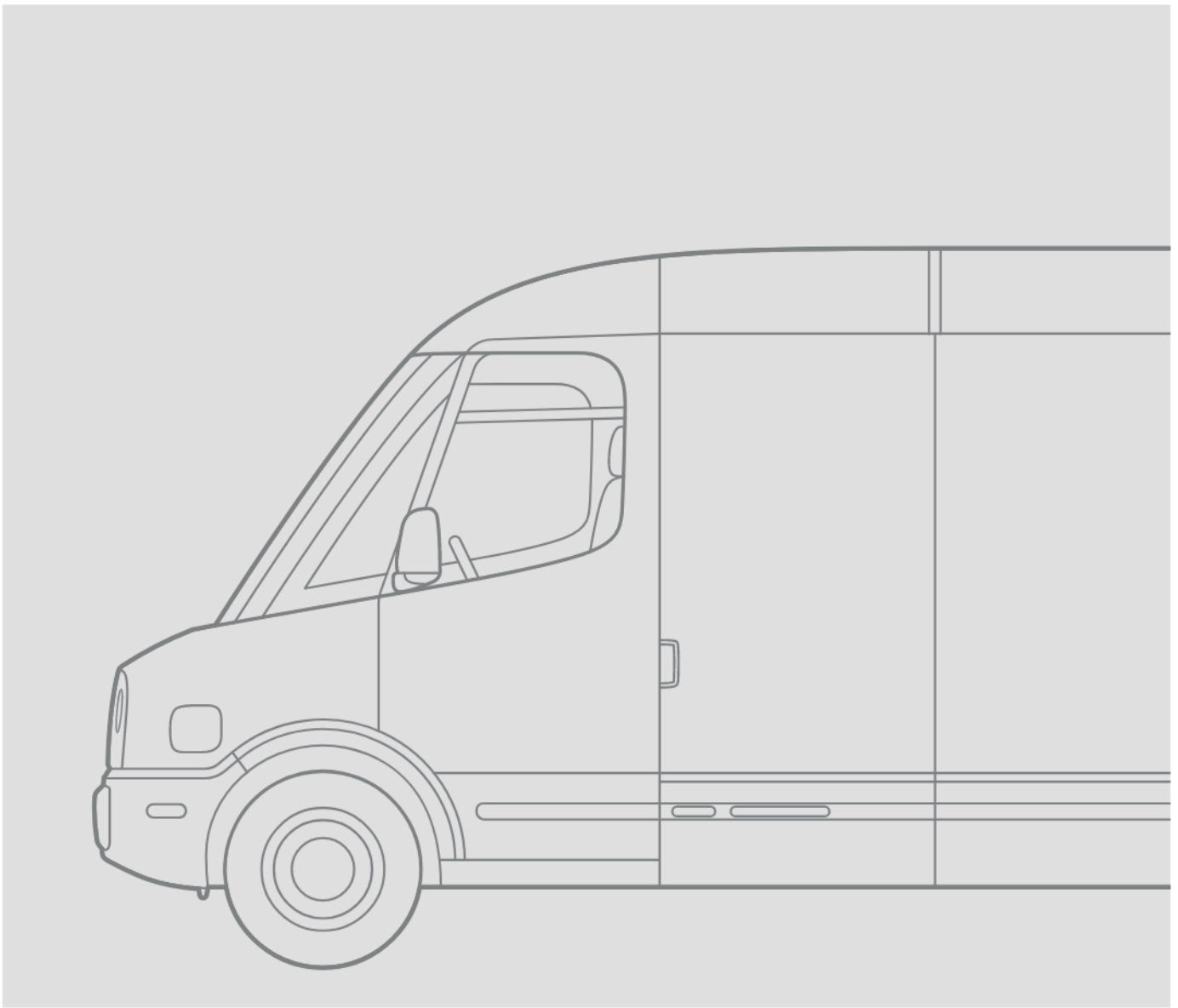


ELECTRIC DELIVERY VEHICLE

Tow Operator Guide





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Recover the Vehicle



Only transport the vehicle on a flatbed tow truck. To prevent damage, don't tow the vehicle behind another vehicle or with two wheels on the ground.

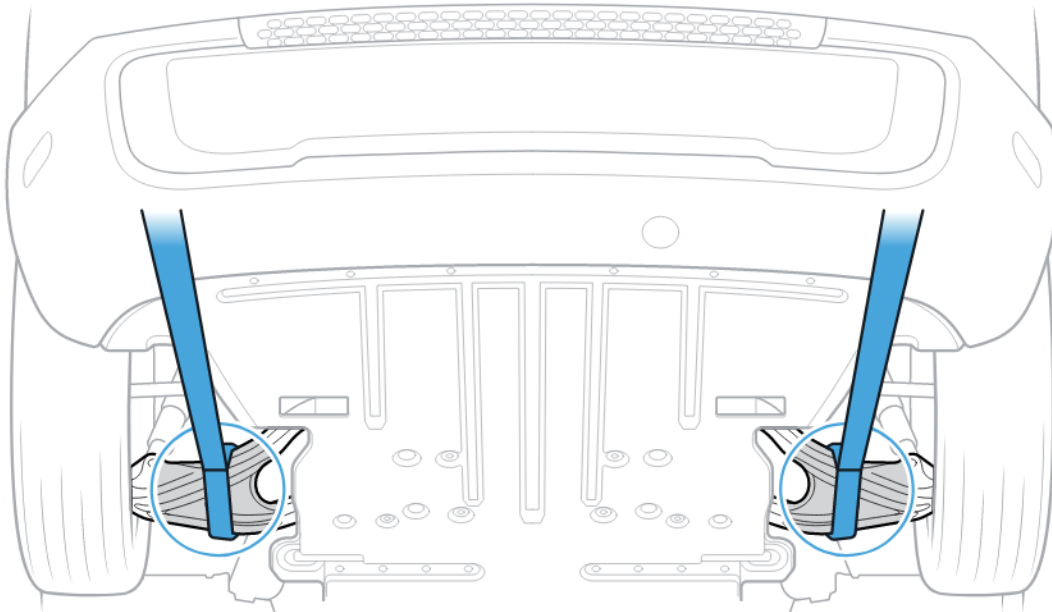
Be aware of overhead clearance limits. The vehicle height is 9 ft 3.2 in (2.83 m).

PREPARE THE VEHICLE FOR RECOVERY

1. Ensure the front wheels face forward and are parallel with the vehicle.
2. Put the vehicle in **P** (Park) and chock the wheels.
3. Connect the vehicle to the tow truck winch with a nylon bridle or short endless loops through the lower control arms.



To prevent damage, don't use J-hooks to connect to any suspension components.



4. Press and hold the brake pedal.

RECOVER THE VEHICLE

5. In the center display, go to **Safety**. Turn on **Park brake release**. Choose **Start Release**.

NOTE

The park brake release will turn off after 15 minutes. You can also turn it off by putting the vehicle in **P** (Park) or turning off **Park brake release** under **Safety** in the center display.

6. Release the brake pedal and confirm release of the electronic park brake.

You can now [load the vehicle](#) onto the tow truck.

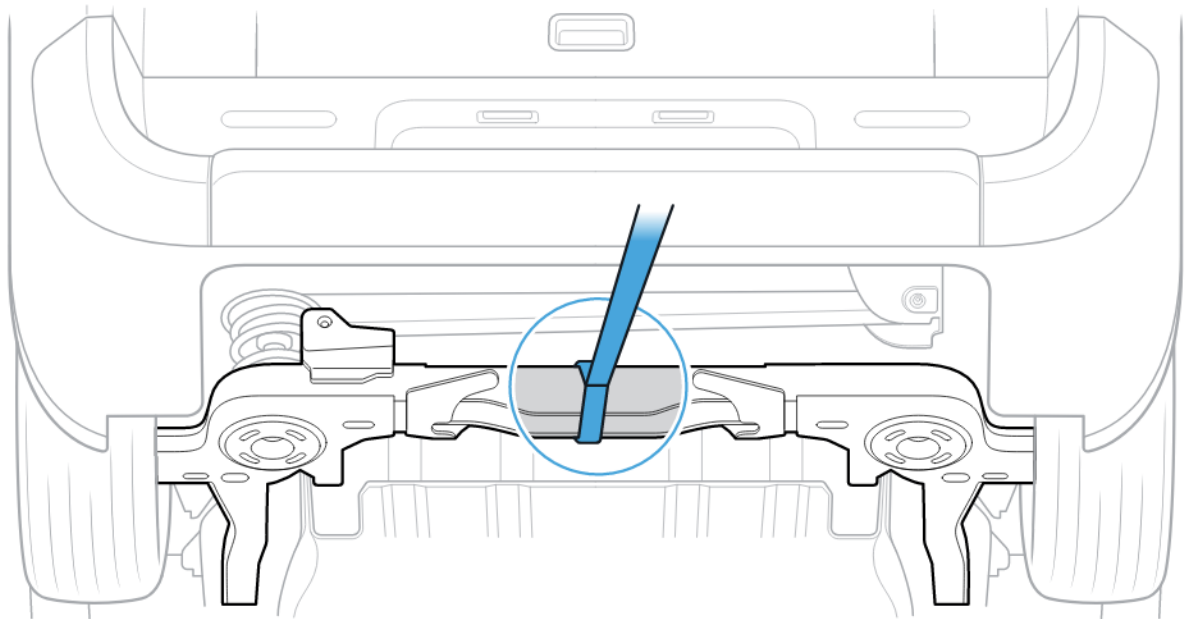
CONNECT TO THE REAR AXLE FOR RECOVERY

If you can't connect to the front control arms, you can recover the vehicle using the rear axle.

1. Ensure the front wheels face forward and are parallel with the vehicle.
2. Put the vehicle **P** (Park) and chock the wheels.
3. Connect the vehicle to the tow truck winch with a nylon bridle or short endless loops through the rear axle.



To prevent damage, don't use the tow eye or rear bumper step to connect to the tow truck.



4. Press and hold the brake pedal.
5. In the center display, go to **Safety**. Turn on **Park brake release**. Choose **Start Release**.

NOTE

The park brake release will turn off after 15 minutes. You can also turn it off by putting the vehicle in **P** (Park) or turning off **Park brake release** under **Safety** in the center display.

6. Release the brake pedal and confirm release of the electronic park brake.

LIFT THE REAR WHEELS

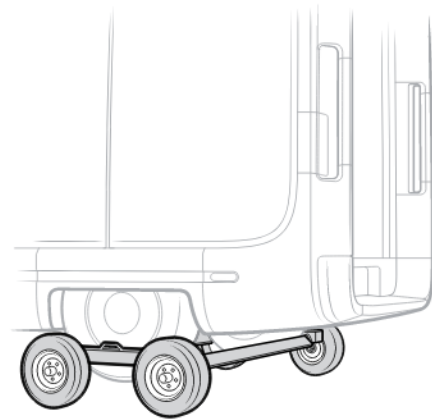
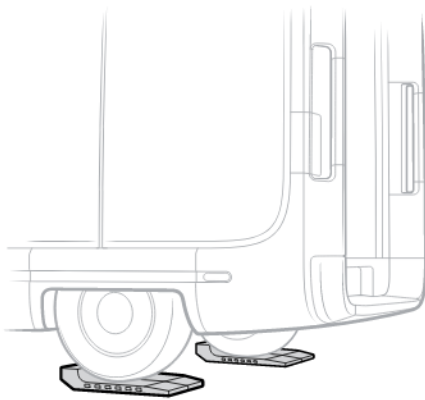
If you can't release the electronic park brake, you can load the vehicle onto the tow truck by lifting the rear wheels.



DANGER

When the rear wheels are lifted, the front wheels can roll. Make sure to secure the vehicle and connect to the tow truck before lifting the rear wheels.

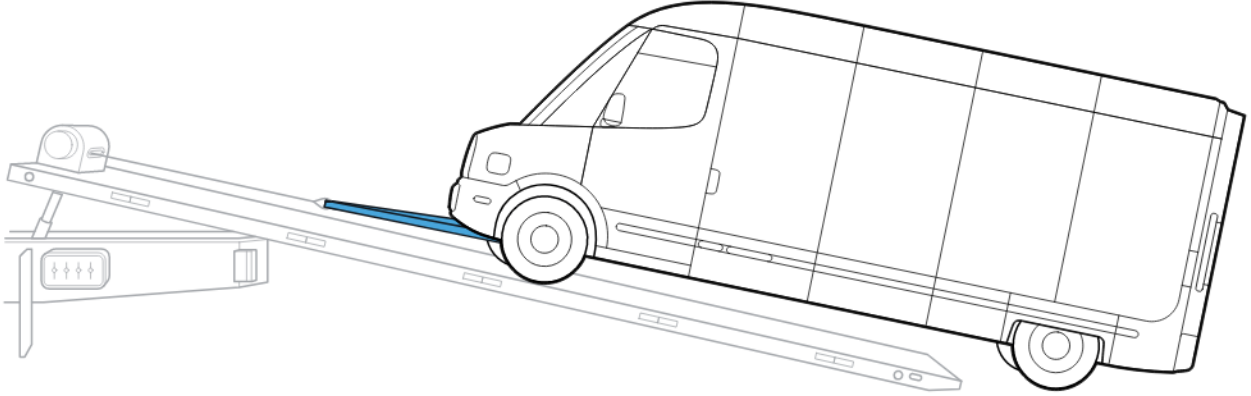
1. Chock the front wheels to secure the vehicle.
2. Connect the vehicle to the tow truck using an endless loop through the front control arms or rear axle.
3. Lift the rear wheels using skates, a dolly, or a tow truck wheel lift.



4. With the rear wheels off the ground, position the vehicle for loading onto the tow truck bed.
You can now [load the vehicle](#) onto the tow truck.

LOAD THE VEHICLE ONTO THE TOW TRUCK

1. Ensure the **Park brake release** is turned on.
2. Remove the wheel chocks.
3. Use the tow truck winch to pull the vehicle onto the tow truck deck.



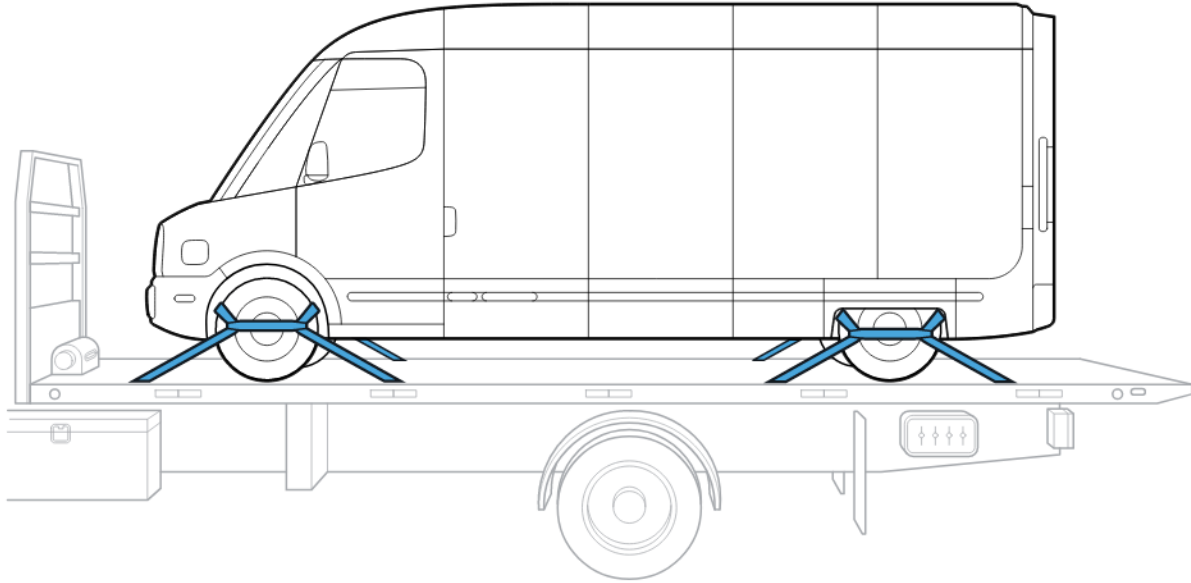
4. Pull at 5 mph (8 km/h) or less to prevent damage to the drive train.

NOTE

If you pull too fast, the vehicle will stop and return to **P** (Park).

RECOVER THE VEHICLE

5. Tie down the vehicle using eight-point retention straps with two points of contact per corner.



CAUTION

To prevent damage, ensure the straps don't contact the brake lines behind the tire.

6. Put the vehicle into **P** (Park).

Change a Tire



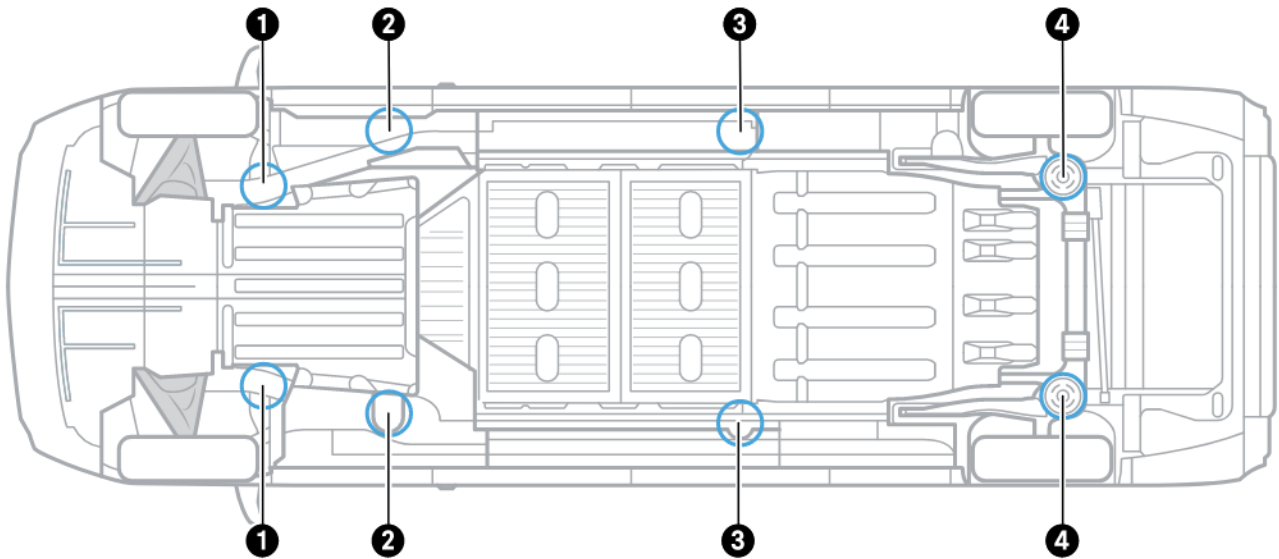
DANGER

Don't service the vehicle on a narrow shoulder, near oncoming traffic, or on soft terrain.

IMPORTANT

The vehicle does not carry a spare tire. Make sure to have the appropriate replacement tire and tools available.

You can safely lift and jack the vehicle in the following areas.



Item	Description
1	Front jack location (frame rail)
2	Front jack stand location (frame rail)
3	Rear jack stand location (frame rail)
4	Rear jack location (rear axle)

REMOVE A FRONT TIRE

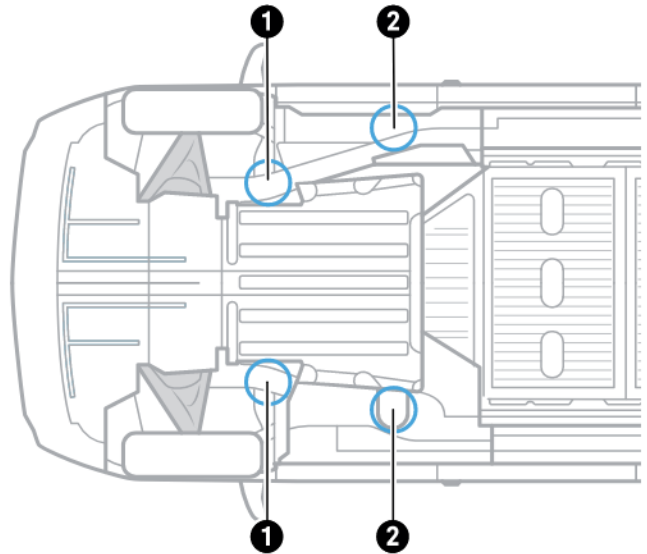
1. Find a safe, level location.
2. Put the vehicle in **Park**.
3. Turn on your hazard lights.
4. Secure the vehicle using wheel chocks.



DANGER

Don't place any part of your body under the vehicle while it's lifted.

5. Place the jack under the frame rail (1).
6. Raise the jack to lift the vehicle slightly, keeping the tire on the ground.
7. Loosen the lug nuts counter-clockwise one half turn with a lug wrench.
8. Raise the jack to lift the vehicle so the tire doesn't touch the ground.
9. Place a jack stand at the frame rail location (2).



6. Lower the jack to rest the vehicle on the jack stand.
7. Remove the lug nuts and the center cap.

NOTE

Save these parts for reinstallation.

8. Grip the tread of the tire and remove the tire from the vehicle.

REMOVE A REAR TIRE

1. Find a safe, level location.
2. Put the vehicle in **Park**.
3. Turn on your hazard lights.
4. Secure the vehicle using wheel chocks.



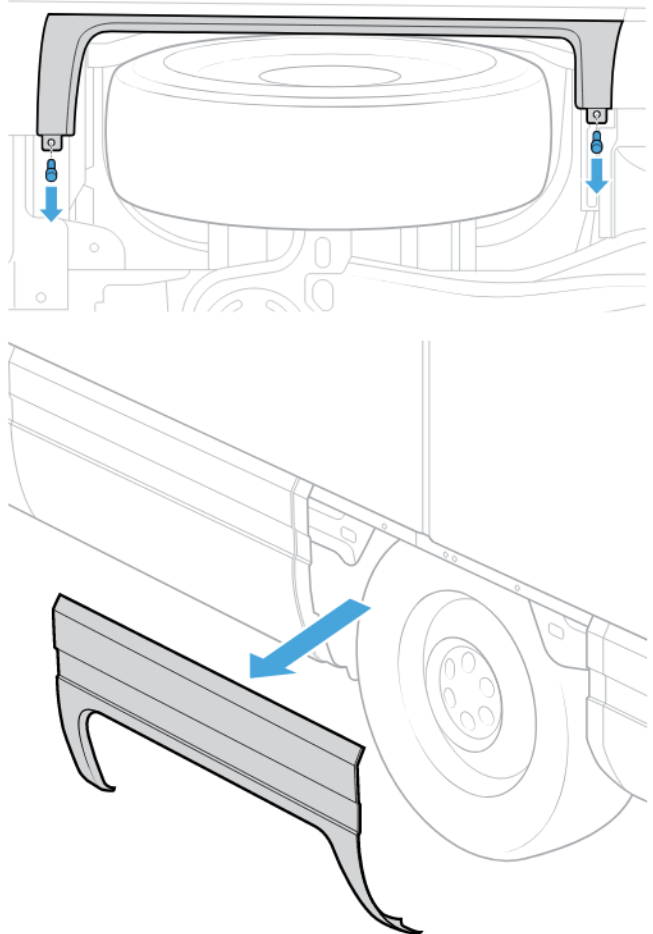
DANGER

Don't place any part of your body under the vehicle while it's lifted.

5. Remove the wheel cladding by pulling it away from the vehicle.

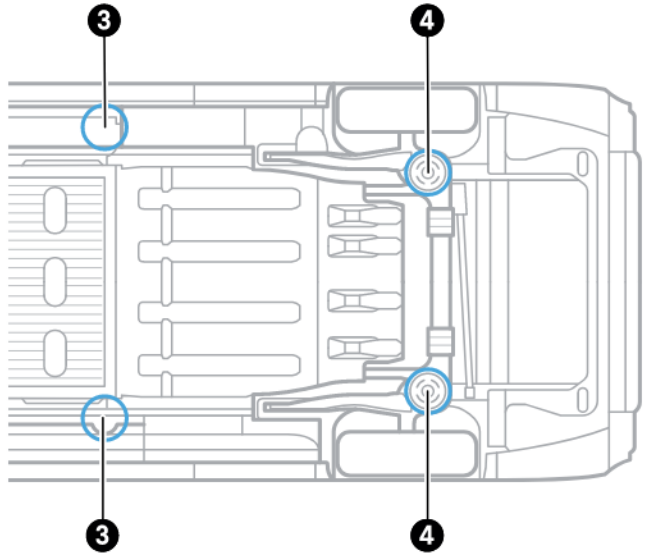
NOTE

The wheel cladding is fastened with two push rivets on the underside of the panel.



CHANGE A TIRE

6. Place the jack under the rear axle (4).
7. Raise the jack to lift the vehicle slightly, keeping the tire on the ground.
8. Loosen the lug nuts counter-clockwise one half turn with a lug wrench.
9. Raise the vehicle until the tire is six inches off the ground.
10. Place a jack stand at the frame rail location (3).
11. Lower the jack to rest the vehicle on the jack stand.



12. Ensure the tire is not touching the ground and the tire has proper clearance to the top of the fender.
 - If the tire is touching the ground, raise the vehicle higher and adjust the jack stand height to support the vehicle.
 - If the tire does not have clearance to the fender, make sure that the jack is lowered sufficiently or the vehicle has been raised high enough to allow the axle to be in a full rebound state.
13. Lower the jack to rest the vehicle on the jack stand.
14. Remove the lug nuts and the center cap.

NOTE

Save these parts for reinstallation.

15. Grip the tread of the tire and remove the tire from the vehicle.

INSTALL A REPLACEMENT TIRE

1. Lift the wheel and align the wheel studs with the holes in the rim.
2. Push the wheel onto the hub.

NOTE

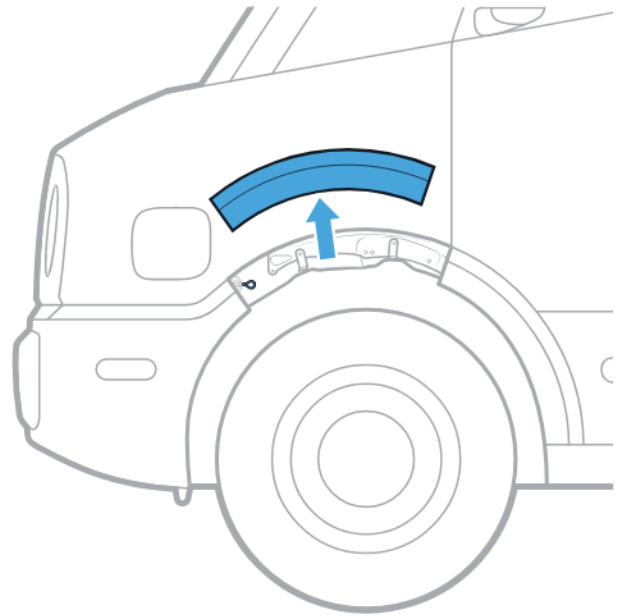
Ensure the wheel is fully seated to the hub.

3. Reinstall the lug nuts and tighten them by hand.
4. Reinstall the center cap.
5. Lower the jack until the tire touches the ground but doesn't carry the full weight of the vehicle.
6. Torque the lug nuts in an alternating star pattern to 190 N•m (140 ft-lbs). If you don't have a torque tool, tighten until the lug nuts cannot be turned further.
7. Raise the jack to lift the vehicle off the jack stand.
8. Remove the jack stand from under the vehicle.
9. Lower the vehicle completely and remove the jack.
10. If replacing a rear tire, reinstall the wheel cladding.

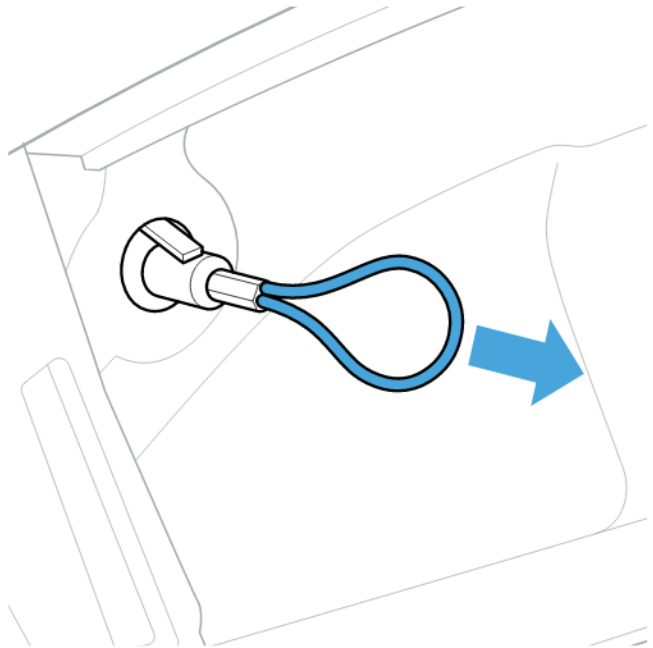
Manually Release the Charge Plug

If the charge plug won't release from the charge port after you stop a charge session, manually release it by following these steps:

1. Remove the center trim panel above the tire on the driver side of the vehicle.



2. Gently pull the cable to release the charge plug.
3. Remove the charge plug from the charge port.
4. Replace the trim panel.



Perform a Reset

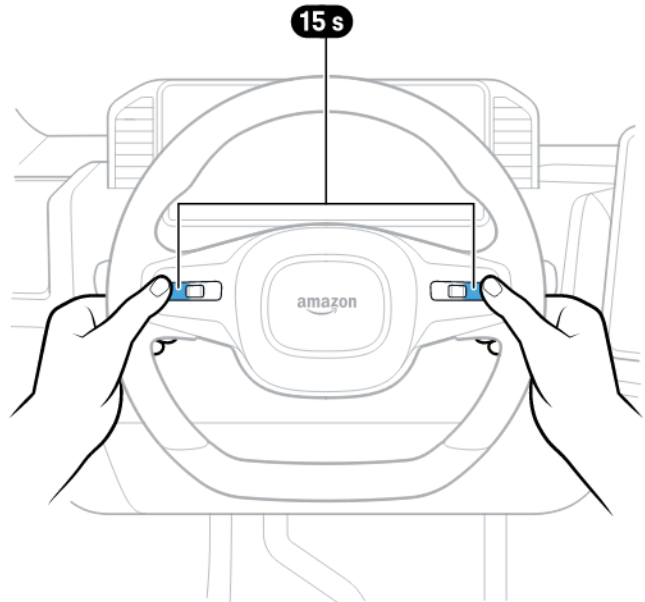
RESET THE DISPLAYS

If the displays do not respond, you may need to reset the displays.

1. Make sure the vehicle is in **Park**.
2. Find the two outermost control buttons on the steering wheel.
3. Press both buttons at the same time and hold for 15 seconds.

NOTE

The displays will go dark for about one minute until the reset is complete.



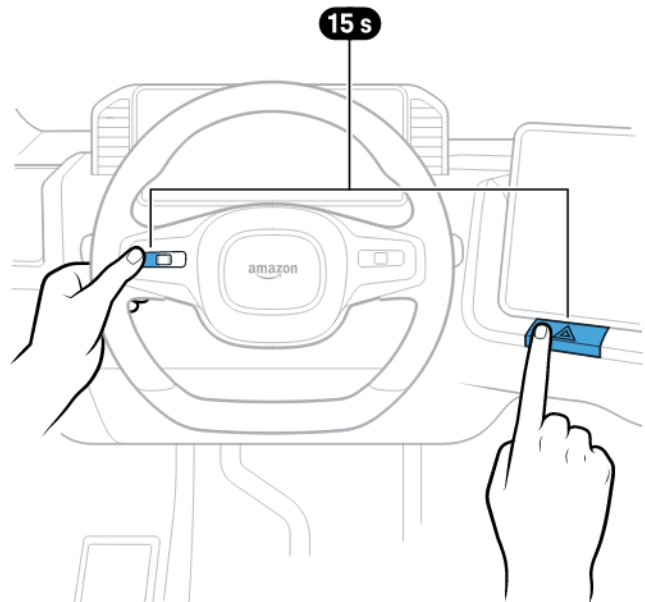
RESET THE VEHICLE

If the displays still do not respond or other features are not working, you may need to reset the vehicle.

1. Make sure the vehicle is in **Park** and not plugged in.
2. Find the left thumb control button on the steering wheel and the hazard lights button under the center display.
3. Press both buttons at the same time and hold for 15 seconds.

NOTE

The displays will go dark, and then a progress bar will indicate when the reset is complete.



Customer Service

Still need help? Connect with us.

SERVICE 24/7

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ROADSIDE 24/7

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