W-Series First Responder Guide
Models W4CC and W750
### EXTRATION INFORMATION

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Voltage Battery</td>
<td>576V LI-ION</td>
</tr>
<tr>
<td>12V Battery</td>
<td></td>
</tr>
<tr>
<td>Supplemental Restraint System</td>
<td>SRS Control Unit</td>
</tr>
<tr>
<td>Control Unit</td>
<td>576V LI-ION</td>
</tr>
<tr>
<td>Seatbelt Pretensioner</td>
<td></td>
</tr>
<tr>
<td>Airbag</td>
<td></td>
</tr>
</tbody>
</table>

### DANGER

**Electrocution Danger**

NEVER cut, breach, or touch high voltage components or cabling. Doing so could result in serious injury or death.

### WARNING

Electrical and mechanical releases may be compromised after a collision. Always wear appropriate protective equipment (Insulated Gloves, Safety Goggles).
IMMOBILIZE VEHICLE:
1. Chock wheels.
2. Set parking brake.
3. Place vehicle into neutral.

Determine if vehicle is ON.
- Vehicle is ON if dash screen is illuminated.
- Vehicle is drivable if READY (A) is green and motor status is in RUN (B) mode.

The LV battery switch (2) is located on the right side of the driver’s seat and enables the interior electronics and key fob to function.

**DANGER**

Electrocution Danger
Vehicle main batteries contain 576V of direct current. Ensure High Voltage is OFF. Failure to follow this precaution can/will result in death.

Low Voltage (LV) High Voltage (HV) Shutoff Procedure

1. Turn ignition to LOCK position (1) and remove key from ignition.
2. Remove red key (5) from key hole (6).
3. Cover key hole (7) with cap.
4. Rotate red key (3) 90 degrees until horizontal (4).

Turn OFF LV Battery Power
NOTE: Orientation can vary depending on how red key was inserted into key hole.
**Turn OFF HV Battery Power**

Ensure LV shutoff procedure has been performed and the red key has been removed from the LV switch. See “Low Voltage Shutoff Procedure” in previous steps.

1. Disconnect 12V negative battery terminal (8) and place a protective cap (9) over the exposed terminal.

NOTE: Remove all Manual Service Disconnect (MSD) from the HV batteries (one for each battery) and the High Voltage Distribution Unit (HVDU).

2. Press orange tab (10) to release black pull handle (11) from MSD (12).

3. Using plastic trim tool (13), pry rear corner of MSD from base (14) while lifting black pull handle (15) and remove MSD.

4. Disconnect HV Input + (16) and HV Input – (17) from the back of HVDU.

5. Open compartment under the driver’s seat by pulling the two tabs (18).

6. Disconnect Vehicle Control Unit (VCU) located inside compartment.

7. Lift black tab and disconnect the connector (19) from VCU.

8. Move connector outside compartment.

9. Place all (three) MSDs and ignition keys in a secure location.

NOTE: HV batteries are underneath the vehicle, and the High Voltage Distribution Unit (HVDU) is under the hood.
Vehicle Towing

Workhorse ALWAYS recommends the vehicle only be towed using a medium duty or higher flatbed tow truck.

For emergency use, a towing point is installed at the front and a hook is installed at the rear.

**Front Tow Hook**

The front tow hook (1) is included in the on-board tool kit.

**NOTE:** When towing the vehicle, remove the axle shafts to prevent the motor from turning while the vehicle is in motion.

1. To pull vehicle from the front, use a flat head tool to remove circular cap on right side of front bumper.
2. Screw front tow hook into vehicle on right side of front bumper.

**Rear Tow Hook**

A rear tow hook (2) is installed at the rear of the vehicle and can be used to tow other vehicles.

- To ensure the steering wheel is free to rotate, always turn the ignition switch to the **ON** position when positioning the vehicle for towing or securing. This ensures the steering lock is released and all required lights are operational.
- When the vehicle is being towed, release the parking brake and ensure shift lever is placed in the **Neutral N** position.

**DANGER**

Lack of engine noise does not mean vehicle is off: vehicle movement capability exists until vehicle is fully shut down.

Always wear appropriate protective equipment (Insulated Gloves, Safety Goggles).

**DANGER**

The high voltage system may remain powered for up to 1 minute after disabling.

**CAUTION**

The SRS system (airbags, etc.) may remain powered for up to 1 minute after disabling.

**WARNING**

- When towing this vehicle, it is always best to assume the vehicle has power and HV exists.
- Always avoid coming in contact with the ORANGE cables, they are part of the HV wiring. Some wiring for the HV system runs under the vehicle.