CYBERCAB

RIDER GUIDE

NORTH AMERICA

PUBLICATION DATE: 2026/09/22

RIDER GUIDE

The Rider Guide is intended to provide Robotaxi customers with information they may need while using Cybercab, including instructions on how to interact with Cybercab safely and use the Tesla Robotaxi service.

For additional information regarding the vehicle, you can view and download the Compliance and Supplemental Information Guide at https://www.tesla.com/robotaxi/riderguides. The information that is provided in the Rider Guide is intended for customers of the Robotaxi service using the vehicle and is not intended to provide comprehensive documentation.

ILLUSTRATIONS AND PRODUCT SPECIFICATIONS

The illustrations provided in this document are for demonstration purposes only. Depending on vehicle configuration, software version and market region, the information in the Rider Guide may appear different.

All specifications and descriptions contained in this document are verified to be accurate at the time of publication on https://www.tesla.com/robotaxi/riderguides. However, because continuous improvement is a goal at Tesla, we reserve the right to make product modifications at any time. To communicate any inaccuracies or omissions in this document, please send an email to: ownersmanualfeedback@tesla.com.

SAFETY INFORMATION

You can find additional safety information in the Compliance and Supplemental Information Guide on https://www.tesla.com/robotaxi/riderguides, or in the Robotaxi mobile app.

For additional information about Cybercab, go to the Tesla website for your region.

If you have any questions or concerns about Cybercab, call 1-877-79TESLA (1-877-798-3752).

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CYBERTRUCK
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Ride with Cybercab

Robotaxi is a ride-hailing service that leverages Tesla's Full Self-Driving technology to provide reliable, convenient, affordable, and sustainable transportation options with autonomous vehicles. The Robotaxi service enables you to book driverless rides in Tesla vehicles like Cybercab through the Robotaxi mobile app.

Request Your Ride

Request your Robotaxi ride through the Robotaxi app:

1. Open the Robotaxi app.
2. Enter a destination within the displayed service area.
3. Review the estimated ride fare and wait time and confirm your ride.
4. Once confirmed, you will receive a notification that your vehicle is on its way.

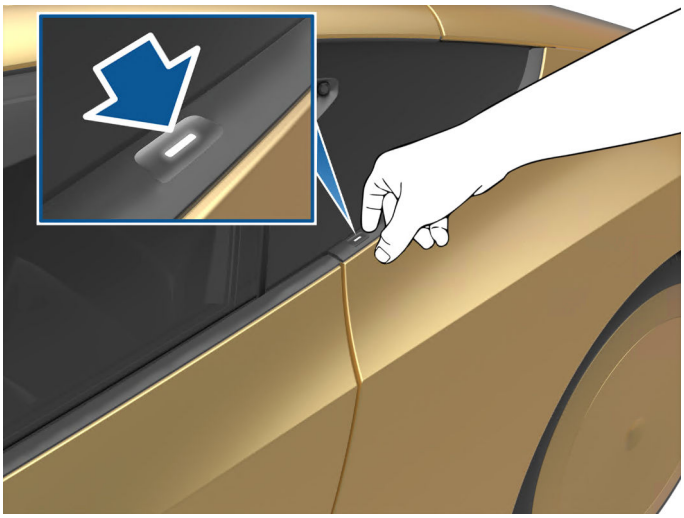
Pick-Up

During pick-up, the rear lightbar of Cybercab illuminates red and the front lightbar changes colors. Consult your Robotaxi app for the color of the front lightbar assigned to your ride.

As Cybercab pulls up, make sure the license plate matches that of the vehicle listed in the Robotaxi app.

When Cybercab parks, the hazard lights flash.

A door opens automatically when Cybercab detects the phone of the ride requester. You can also press the door button to open manually, if necessary (see Open and Close Doors on page 5).



NOTE: The door does not automatically open if Cybercab detects an obstruction. You can hold down the door button to override and open the door (see Open and Close Doors on page 5).

You can stow any of your belongings in the trunk before entering Cybercab (see Open the Trunk on page 7).

Start Your Ride

You can use either seat in Cybercab (see Seats and Seat Belts on page 8). The door automatically closes after you buckle your seat belt. If you need to manually open or close a door, touch the associated **Open / Close Door** icon in the bottom right and left corners of the touchscreen.

Once all passengers are seated correctly and buckled up, and the doors and trunk are fully closed, touch **Start Ride** on the touchscreen to begin the trip.

During Your Ride

The touchscreen of Cybercab shows your trip progress and estimated time of arrival. You can also adjust the climate or explore the available entertainment applications from the touchscreen (see Cabin Comfort on page 11).

You must remain seated with your seat belt fastened for the duration of the trip.

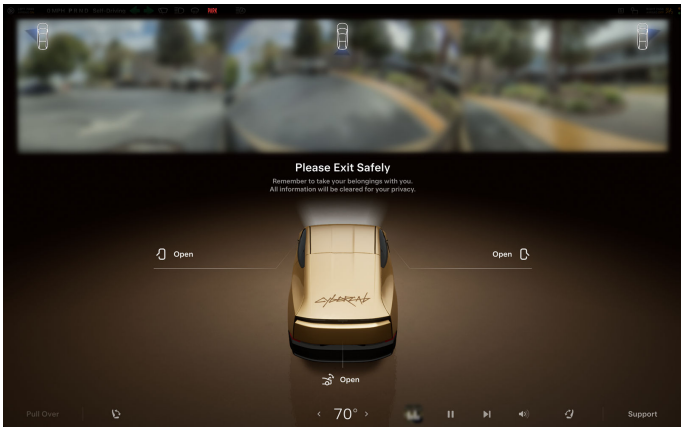
If you need to change the destination of your ride, edit the destination through the Robotaxi mobile app.

If you want Cybercab to pull over or if you need assistance, touch **Pull Over** or **Support** (see In Case of Emergency on page 12).

Drop-Off

Cybercab shifts into Park and flashes hazard lights upon arrival at the ride destination.

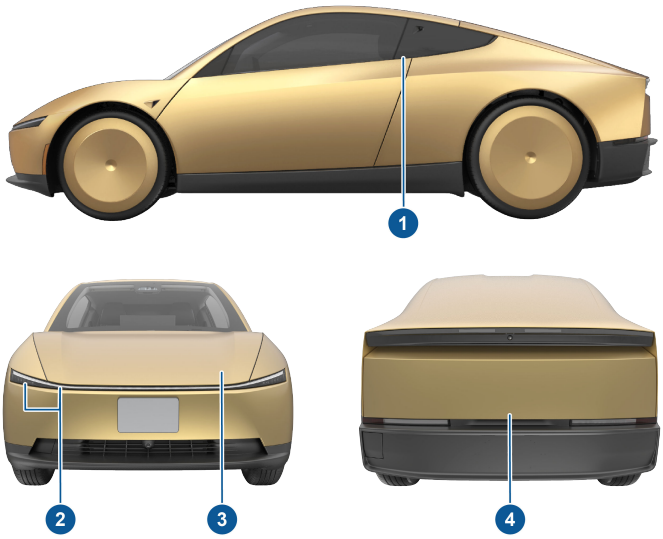
When you're ready to exit, touch the associated **Open** icon in the middle of the touchscreen or lightly pull on the door lever (see Open Doors on page 5) to open the doors.



NOTE: If Cybercab detects an obstruction, the **Open** icon changes to **Hold to Open**. Touch and hold the icon to override and open the door (see Open and Close Doors on page 5).

Gather your belongings before exiting the vehicle. Retrieve any belongings from the trunk before leaving the vicinity of Cybercab. You can then complete your trip in the Robotaxi mobile app. The doors automatically close when you finish your trip.

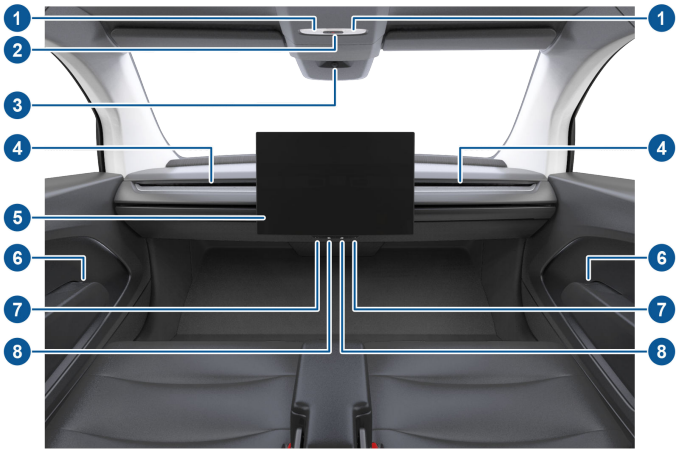
Exterior



1. **Door button**: Press to open or close the Cybercab door (see Open and Close Doors on page 5).
2. **Lights**: The Cybercab lightbars illuminate and change color during pick-up (see Pick-Up on page 2). The lightbars also flash hazard lights when parked for pick-up and drop-off. You can use the headlights, brake lights, and signature front and rear lightbars to help distinguish Cybercab from other vehicles at night.
3. **Hood**: Cybercab is not equipped with a front trunk. The hood cannot be opened.
4. **Trunk**: You can use the trunk in Cybercab to store larger items (see Open the Trunk on page 7).

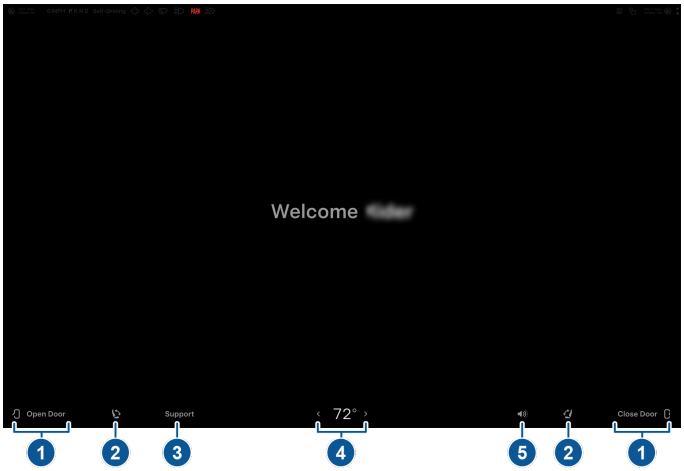
Interior

The interior of Cybercab has two seats and is NOT equipped with a steering wheel, accelerator pedal, or brake pedal. There is no glove box. Both seats are available for use (see Seats and Seat Belts on page 8).



1. **Dome lights**: Turn on the dome lights by touching the lens. Touch the lens again to turn off the lights.
2. **Stop button**: Located between the dome lights. Press the Stop button to initiate an immediate pull over request. This ends the ride and connects you to Robotaxi Support. Use this button for emergencies only (see In Case of Emergency on page 12).
3. **Cabin camera**: Cybercab is equipped with a cabin camera that helps track occupancy of the vehicle. Do not block or obscure the cabin camera.
4. **Climate control vents**: Vents through which air flows to heat or cool the cabin (see Cabin Comfort on page 11).
5. **Touchscreen**: You can use the touchscreen to open and close doors, start your ride, adjust cabin temperature and seats, or play music and other media (see Music, Arcade, and Media on page 11).
6. **Door lever**: Gently lift the lever up to open the door or fully pull up on the lever in an emergency or if there's no power (see Open and Close Doors on page 5). When possible, open the door from the touchscreen instead of using the door lever.
7. **USB charge ports**: The charge ports are USB-C.
8. **Window buttons**: Press the switches under the touchscreen inwards to lower the windows and pull to raise the windows (see Cabin Comfort on page 11).

Touchscreen



1. **Door open / close**: Touch to open or close the doors from the interior of Cybercab, if necessary (see Open and Close Doors on page 5).
2. **Seat controls**: Recline a seat or move both seats forward or backward (see Seats and Seat Belts on page 8).
3. **Support**: Touch to initiate a Support call (see Support and Disclaimers on page 14).
4. **Cabin temperature controls**: Adjust the cabin temperature (see Cabin Comfort on page 11).
5. **Volume controls**: Adjust the volume of media that plays in Cybercab.

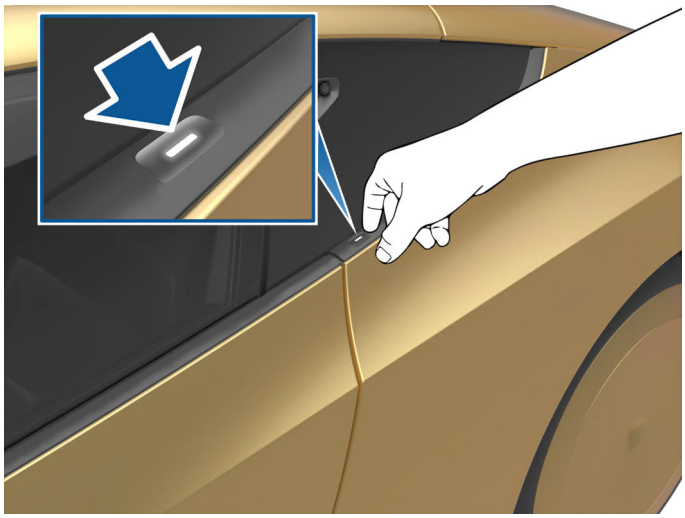
There is a status bar across the top of the touchscreen. The status bar shows vehicle telltales, the status of door locks, cabin camera and microphone indicators, and the status of passenger airbags.

The App Launcher with available apps, including music, arcade, and media, appears when your trip begins (see Music, Arcade, and Media on page 11).

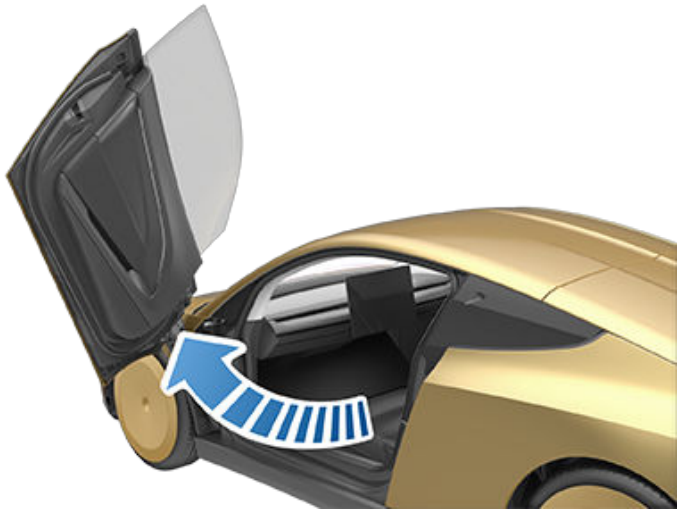
Open Doors

To open doors from the exterior:

The closest Cybercab door opens automatically as the ride requester approaches. If needed, open the door by pressing the button on the window sill at the base of the B-pillar quarter applique.



The door swings outward and upward.



CAUTION: Do not attempt to pull or force a door open.

To open doors from the interior:

When inside Cybercab, touch **Open Door** in the bottom corners of the touchscreen to open a door manually. To open a door manually at the end of a trip, touch the associated **Open** icon in the middle of the touchscreen.

You can also gently lift the door lever on the door panel in the vehicle cabin.

NOTE: Open doors using the touchscreen or Robotaxi mobile app when possible.

CAUTION: If you lift the door lever completely, it activates the mechanical door release. The mechanical door release is intended for use only in situations where Cybercab loses power. Improper use of the mechanical door release may result in damage to the vehicle windows or trim (see In Case of Emergency on page 12).

CAUTION: Take care not to activate the mechanical release by accident. Open the doors using the touchscreen or ensure you apply only light pressure while pulling the door lever.

WARNING: Except in emergencies, do not attempt to open the doors before Cybercab comes to a complete halt.

Close Doors

To close doors from the exterior:

If you need to manually close a door from outside of the vehicle, press the button on the window sill at the base of the B-pillar quarter applique.

NOTE: The door moves downward and inward as it closes.

To close doors from the interior:

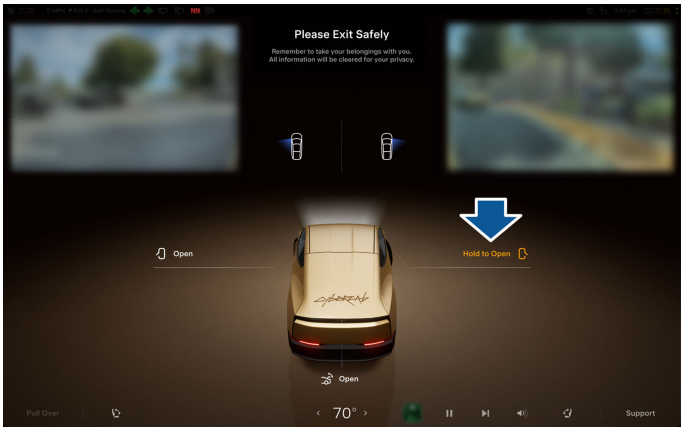
If you need to manually close a door when inside the vehicle, touch the associated **Close** icon in the middle of the touchscreen or **Close Door** in the bottom corners of the touchscreen.

CAUTION: Keep hands, feet, and items (such as backpack straps, etc.) clear of the door as it closes, and do not attempt to pull, push, or otherwise force the doors closed. A door may not close if Cybercab senses something obstructing the path of the door.

Obstructed Doors

Cybercab does not automatically open doors when it detects an obstruction. If the path of the doors is clear, you can override the restriction.

Touch and hold the **Hold to Open** icon.



The doors stop moving when you release the icon.

If you need to stop an unobstructed door from opening or closing while in motion, touch or press the open or close button a second time.

Open and Close the Trunk

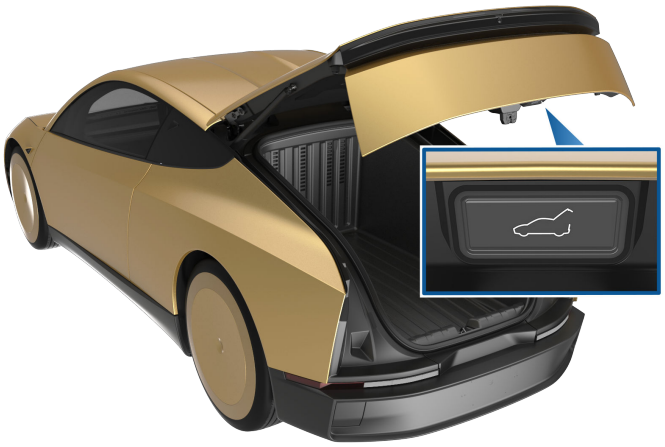
You can store your belongings in the trunk for your ride. Remember to retrieve any stored belongings after a ride ends.

NOTE: Cybercab is not equipped with a front trunk.

Access the trunk when the vehicle is in Park for pick-up and drop-off (the hazard lights flash).

Touch **Open/Close Trunk** on the touchscreen or in the Robotaxi mobile app.

Press the switch located under the trunk's exterior handle.



Cybercab Trunk Capacity

The Cybercab trunk accommodates up to 220 lbs (100 kg). As an example of what can fit:

- 2 checked luggage pieces and 2 carry-ons
- 2 carry-ons and 2 golf club travel bags
- 1 large, folded stroller
- 1 small, folded wheelchair

Adjust Seats

Cybercab has two seats. Before you adjust the seats, check that the area around the seat is free of obstacles (people, pets, and objects). To adjust the seats, touch the seat icon on the touchscreen bottom bar. Use the arrows on the touchscreen. You can adjust the backrest of each seat independently. Both seats move backward and forward together.

You can also adjust seats from the Robotaxi mobile app.

The head supports are integrated and cannot be adjusted.

Buckle Up

Each seat is equipped with a seat belt that automatically locks if Cybercab experiences hard acceleration, braking, cornering, or an impact in a collision.

The seat belts are also equipped with an integrated motor that tightens and removes slack from the seat belt at the start of a ride. It may also tighten when Cybercab undergoes harsh braking, cornering, or other road events.

Seat belts must be worn by all occupants before a ride can begin. Remain seated with your seat belt fastened for the duration of the trip, even when Cybercab is not in motion.

NOTE: Cybercab might pull over or cancel the ride if the vehicle detects improper usage of the seat belts.

To fasten a seat belt:

1. Pull the seat belt out, ensuring it lies flat, with no twists, across the pelvis, chest, and midpoint of your collarbone, between the neck and shoulder.
2. Fit the lap section of the belt tightly across your hips, not across your stomach. Never sit on the seat belt or any seat belt component.
3. Insert the latch plate into the buckle and press together until you hear a click indicating it is locked in place.

After the ride starts and the vehicle is in motion, the integrated retractor motor automatically removes any slack by tightening the belt.

To release the seat belt, hold the seat belt near the buckle to prevent the seat belt from retracting too quickly, then press the button on the buckle.

WARNING: If a seat belt in Cybercab does not appear to operate correctly, report the issue in the Robotaxi app and request a new ride.

Seat Belts When Pregnant

Pregnant passengers should wear the lap section of the seat belt as low as possible across the hips (not the waist) and position the shoulder portion of the seat belt between the breasts and to the side of the abdomen. Consult your doctor for specific guidance.

Do not put the lap or shoulder sections of the seat belt over your abdominal area.

WARNING: If the seat belt is uncomfortable, adjust the seating position instead of wearing the seat belt incorrectly.

WARNING: Never place anything between you and the seat belt to cushion the impact in the event of a collision.

Child Safety Seats in Cybercab

Minors under 13 years of age are **NOT** allowed in Cybercab at this time.

If a booster seat is needed, carefully follow the booster seat manufacturer's instructions to secure the booster seat.

WARNING: Cybercab DOES NOT have a LATCH/ISOFIX safety system. Any booster seats must be installed using the seat belt retained method.

Sitting Position

To reduce the risk of injury in a collision or sudden stop, ensure that you:

- Keep the seat back reclined at less than 35 degrees from vertical. Reclining the seat back 35 degrees or more can increase the risk of injuries.
- Sit upright with your back against the seat back.
- Position the seat belt tightly across your hips, not across your stomach.
- Keep the seat belt snug and properly fastened at all times during the ride.
- Do not place objects between you and the seat belt.
- Ensure all passengers maintain proper seating position throughout the ride.
- Keep your feet flat on the floor directly in front of the seat.

WARNING: Failure to maintain proper seating position increases risk of serious injury. Do not sit in Cybercab incorrectly.

Examples of Correct and Incorrect Seating Positions

There is only one correct way to sit in Cybercab.

Correct seating position:

Incorrect seating position - the rider's feet must be on the floor:

Incorrect seating position - the rider must not lean forward:

Windows

To open a window during your ride, press down on a switch under the touchscreen to lower the associated window.

- To lower a window: Press the switch all the way inward and immediately release.
- To lower a window partially: Press the switch gently and release when the window is where you want it.

Similarly, pull the switch to raise the associated window.

WARNING: Before closing a window, ensure that all occupants, especially children, do not have any body parts extended through the window's opening. Failure to do so can cause serious injury.

NOTE: The windows cannot be fully opened at this time.

NOTE: There are no window buttons on the cabin door panel.

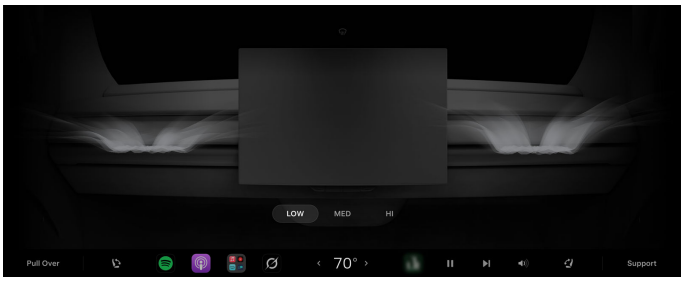
Climate Controls

The climate system automatically adjusts the heating, air conditioning, air distribution, and fan speed to maintain the cabin at your selected temperature. Touch the temperature to display the climate controls.

The Cybercab climate control system is automatically managed and cannot be completely turned off.

NOTE: Air can continue to flow through the vehicle even when the climate control system appears to be off to help maintain visibility for Cybercab.

You can also control the climate of the vehicle from your Robotaxi app.



1. Touch the desired fan speed. You can select **Low/ Medium/ High**.
2. Touch to adjust how air flows from the vents. Each vent can be turned off independently of the other passenger's vent by touching and holding the air wave on the touchscreen.

Lights

Dome Lights

When the outside environment is dark, all interior dome lights automatically turn on when Cybercab doors unlock or open, or the vehicle shifts into Park.

You can also manually turn an individual dome light on or off by touching its lens.

Accent Lights

You can turn on or off the accent lights and configure color from the Robotaxi app. If set to **Night Only**, the accent lights will automatically illuminate when dim conditions are detected outside your vehicle, or when convenience lights are on.

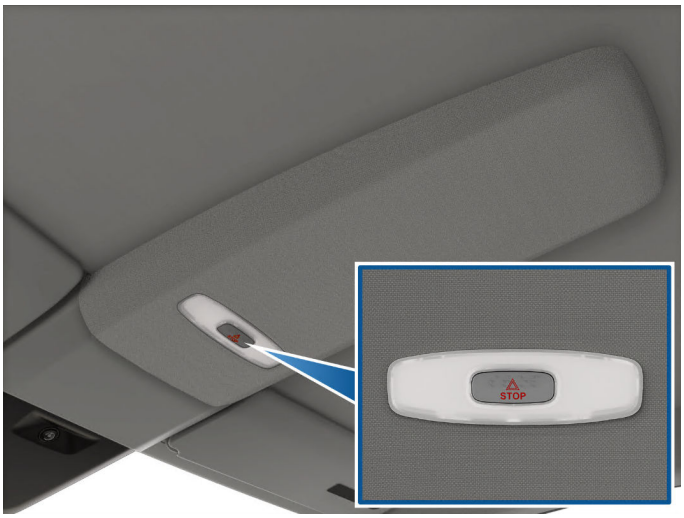
Music, Arcade, and Media

Cybercab allows you to play music, podcasts, games, and other media through various services. You can check which services are available by touching the App Launcher.

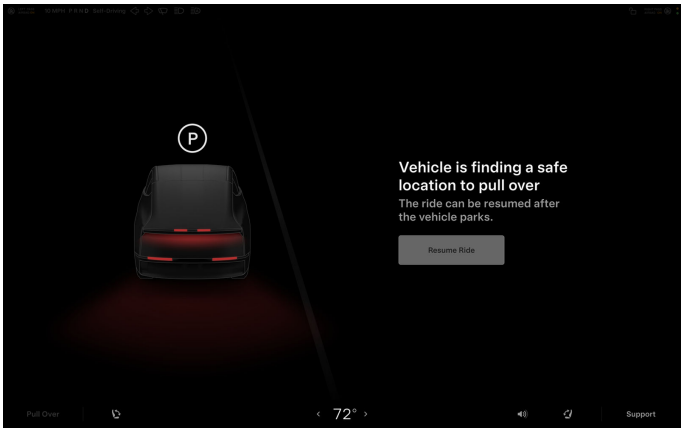
To use a service, touch its tile on the touchscreen and follow the on-screen instructions. Media services might require you to authenticate with your own account. Your data is removed from Cybercab when your trip finishes.

Stop a Ride

If you need to end a ride and the situation is not immediately dangerous, touch **Pull Over** on the touchscreen. You can also request that Cybercab pull over from the mobile app or by pressing the STOP button between the dome lights.



When you request a pull over, Cybercab is designed to come to a stop on the side of the road as soon as safely possible. This may take longer if the vehicle is operating on a highway.



If you are in imminent danger or the ride does not stop after you request that the vehicle pull over, you can pull firmly and completely upwards on the door lever to trigger the emergency mechanical release. Opening a door in this way causes Cybercab to end the trip and come to a stop in lane as soon as safely possible.

WARNING: Do not use these methods to end a trip unless there is an immediate danger. Improperly ending a trip can cause an accident and put passengers at risk of extreme bodily harm or even death.

NOTE: Lightly pulling on the door lever while the ride is in progress does **not** stop the ride.

WARNING: If Cybercab is traveling at high speeds, like on the highway, triggering the emergency mechanical release might initiate a pull over instead of an immediate stop.

If a ride ends before the trip completes, or if you request that the vehicle pull over, a Tesla Robotaxi Support representative may reach out shortly. You may speak with the representative using the internal cabin microphone and speakers.

Open Doors with No Power

In the unlikely event that Cybercab loses power, use the door lever to trigger the emergency mechanical release.

To trigger the emergency mechanical release, pull firmly and completely upwards on the door lever and push the door open. Both doors in Cybercab are equipped with a mechanical release.

CAUTION: Only use the mechanical release in the case of an emergency, or when Cybercab has no power. Using the mechanical release may result in damage to the window and/or vehicle trim. If Cybercab has power, open the doors using the touchscreen.

WARNING: Unless there is immediate, imminent danger, wait for the vehicle to come to a complete stop before attempting to exit the vehicle.

WARNING: In the event of a collision, if there is damage to the left or right front fenders of Cybercab, use caution when opening the door and be ready to react. If possible, use a door that is not damaged.

WARNING: If Cybercab has no power and the windows are completely rolled up, there is a chance the window shatters when you trigger the mechanical release. Turn your head away from the window when pulling the door lever.

WARNING: If power is unavailable or the door struts are damaged, the doors might be heavy. Do not fully extend the doors. Hold open the door as you exit.

Exterior Dimensions		
Description	**Measurement (in.)**	**Measurement (mm)**
Step-In Height	16.3	414
Ground Clearance	5.7	144
Overall Width	69	1754
Overall Height	55.4	1408

Interior Dimensions		
Description	**Measurement (in.)**	**Measurement (mm)**
A - Head Room	38.3	972
B - Leg Room	43.4	1103
C - Shoulder Room	51.8	1317
D - Hip Room	50.1	1273

Interior Storage

The rear trunk has 20.2 cubic feet (572 L) of storage volume.

For more information, including how to open and use the trunk and examples of cargo that fits in the trunk of Cybercab (see Open the Trunk on page 7).

Contact Robotaxi Support

If at any point you need assistance with your ride, reach out to Tesla Robotaxi Support. You can contact support by:

- The **Contact Support** button on the touchscreen.
- Phone at (877) 798-3752.

NOTE: If you are in an emergency situation, call 911 for emergency services before attempting to contact Tesla Robotaxi Support.

Cybercab is equipped with an on-board two-way communication device that enables you to speak with a Tesla Robotaxi Support representative from the vehicle cabin.

If the microphone is in use, as when on a call with Tesla Robotaxi Support, this orange indicator appears in the touchscreen menu bar.

Sound detection also uses the microphone to transmit account-associated audio to Tesla only when a support request is initiated by you, or if a safety event is automatically detected. During such an event, the support operator may review a short recording surrounding the event, provide assistance, and follow-up, as necessary.

An orange indicator is displayed on the touchscreen menu bar when the microphone is being used.

You can report lost items in the Robotaxi app. See https://www.tesla.com/support/robotaxi#recover-lost-item.

Cabin Camera

Cybercab is equipped with a cabin camera located by the dome lights. During an active ride, the cabin camera is used for support or occupancy detection, and when operator assistance is required in case of an emergency. When speaking with Tesla Robotaxi Support, a representative might access the cabin camera of the vehicle.

You can determine the cabin camera is on when you see this green indicator on the touchscreen menu bar.

A green indicator is displayed on the touchscreen menu bar when the cabin camera is active.

If you choose to, riders can opt in and share cabin camera analytics with Tesla to help improve Robotaxi services. To protect your privacy, even if you opt in to sharing this information, this camera data is not linked to your account. You may change this setting at any time. After a ride ends, the cabin camera is used to confirm Robotaxi's readiness for its next trip, for example, by checking the vehicle is clean and no lost items were left behind.

Data Privacy

For information regarding how Tesla processes data collected during your use of Tesla Robotaxi services, please review Tesla's Privacy Notice at http://www.tesla.com/legal/privacy/robotaxi.

California Proposition 65

WARNING: Operating, servicing and maintaining a passenger vehicle or off-highway motor vehicle can expose you to chemicals including phthalates and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, wear gloves or wash your hands frequently when servicing your vehicle. For more information go to: www.P65Warnings.ca.gov/passenger-vehicle.

WARNING: Certain components of this vehicle such as airbag modules and seat belt pre-tensioners may contain Perchlorate Material. Special handling may be required for service or vehicle end of life disposal. See www.dtsc.ca.gov/hazardouswaste/perchlorate.

WARNING: Battery posts, terminals, and related accessories contain lead and lead compounds. Wash hands after handling.