



Airbag



Gas generator



Seat belt pretensioner



SRS control unit



Active pedestrian protection system



Gas strut / Preloaded spring



Low-voltage battery



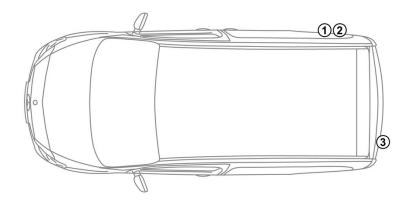
Petrol fuel tank







### 1. Identification / recognition











### 2. Immobilisation / stabilisation / lifting

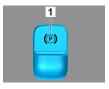
Parking brake – One of the following variants is installed, depending on the vehicle type:





- 1. Move the selector lever to position P.
- 2. Move the selector lever to position N.

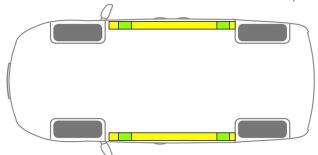
Parking brake - One of the following variants is installed, depending on the vehicle type:







- 1. Electric parking brake
- 2. Parking brake pedal
- 3. Release the parking brake button
- 4. Parking brake lever
- 5. Release the parking brake lever button









Additional deformation of the door sills and the underbody (e.g. through support with hydraulic equipment) must be avoided during the rescue.

## 3. Disable direct hazards / safety regulations

#### Switch off the ignition:

- 1. Turn the ignition key anti-clockwise in the ignition lock and remove it from the ignition lock.
- 2. Remove the ignition key from the vehicle.



In vehicles with automatic transmission, the ignition key can only be removed when the gear selector is in the "P" position.





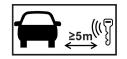
# Mercedes-Benz Citan Panel van (420), as of 2021





### Switch off the ignition:

- 1. Press the START/STOP button without actuating the service brake.
- 2. Keep the electronic vehicle key at a distance of at least 5 m.







The absence of engine noise does not mean that the vehicle is switched off.



A restart is possible until the vehicle is switched off.



### Disconnecting the 12 V/48 V battery







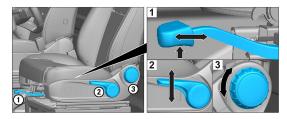
The passive safety systems (airbags and seat belt pretensioners) are deactivated.

### 4. Access to the occupants

When rescuing the vehicle occupants, the components of the restraint systems (in particular pyrotechnic elements) must be taken into account in accordance with the information on page 1.

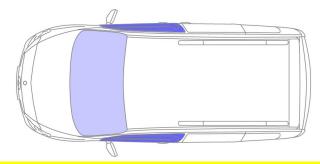






Steering wheel adjustment

Seat adjustment (mechanical)





# 5. Stored energy / liquids / gases / solids













# 6. In case of fire







Use large volumes of water (H<sub>2</sub>O) to extinguish a vehicle fire.

#### 7. In case of submersion

There is no risk of voltage in the bodywork. After recovery of the vehicle:

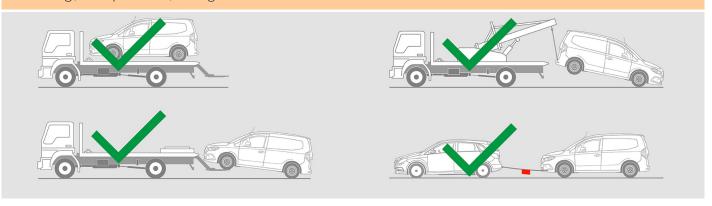
- 1. Allow the water to drain out of the interior.
- 2. Commence deactivation of the 12 V/48 V electrical system (see Section 3).

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### 8. Towing / transportation / storage



## 9. Important additional information

You can find more information in the **Guidelines for car towing services**.

Note: Please see our emergency response guide for more information

## 10. Explanation of pictograms used



Vehicle on fuel of liquid group 1



Vehicle on fuel of liquid group 2



General warning sign



Flammable



Hazardous to the human health



Corrosives



Acute toxicity



Use water to extinguish the fire



Use dry foam to extinguish the fire



Use wet foam to extinguish the fire



Bonnet



Boot



Remove smart key