

# Rescue Sheet - How to create it?

Guidelines following requirements from  
ISO 17840 Part 1 and Euro NCAP

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## Guidelines following requirements from ISO 17840 Part 1 and Euro NCAP

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# Purpose of this document

- To specify, illustrate the expectations of content and layout for a Rescue Sheet fulfilling ISO 17840 (Part 1:2015 and subsequently updated in 2020 + Part 3 and Part 4). Following these instructions, the rescue sheet will be compliant with Euro NCAP 2020 requirements.
- Some examples are presented. They can come from official rescue sheets or they can be made “by hand” just to illustrate a point.
- These examples will be presented with a specific layout:



- Purpose is to use as less text as possible in the Rescue Sheet. The rescue sheet (ISO 17840 part 1) is “quick information” for the first responders on the accident scene. If something is not clear, the ISO 17840 part 3 Emergency Response Guide (ERG) gives “in-depth information” (by adding text in addition to the pictures or pictograms coming from the Rescue Sheet).
- The ERG contains crucial and in-depth information linked to the Rescue Sheet to inform, train and develop rescue procedures by first responders. The headings/contents of the Rescue Sheet and the ERG information are **aligned** with each other, i.e. the **ERG information works as an extension to the Rescue Sheet**.
- Both ERG and Rescue Sheet follow a flowchart of the main actions to take by first and second responders arriving at the accident scene or performing towing and other activities afterwards.

# Recommendations

- It is recommended to use as little text as possible, and instead use the pictograms defined in ISO 17840 – Part 1 and/or Part 3
  - Like, this the information is straightforward for the first responders
  - And the effort to edit the version in all the different languages will be less.
- Always use pictograms coming from ISO 17840- Part 1 and/or Part 3. Seek expert advice if you are uncertain about which pictogram to use.
- Ensure the quality of the pictures / drawings / photos / pictograms follow the General recommendations in ISO 3864-1. This is to ensure that they are readable and easy to understand.
- Important information must be emphasized:
  - Hazards/Danger all in Red contour with text in black (in capital letter or lower case)
  - Recommendation all in Green contour and text in black



**Hazards / Danger**

**Recommendation**

# Colour code from ISO

- Pictograms are made with specific shape, pattern but also colour.
- The use of each colour and its RGB code is defined by ISO 17840.
- This colour code is important to respect in order to understand and classify the parts, equipment and dangers at a first glance.

# Pictograms from ISO 17840

- For ISO 17840 Part 1, 2 and 3 (eg. the ones in the legend):
  - It is possible to buy the full package of pictograms (in vector and high resolution bitmaps) from the SIS site:
    - <https://www.sis.se/en/bcker/rescue-sheets-and-emergency-response-guides-for-road-vehicles/>
  - The bitmap file package (only) is available in WG7 N 555 for nominated WG 7 experts So if your company is not part of ISO TC22/SC36/WG7, you will not have access to this document for free.
  - The bitmap file package (only) will become available at the CTIF website soon.
- For ISO 17840 Part 4:
  - The propulsion energy labels (diamond form) are all made by a combination of symbols that are defined in ISO 7000. Each symbol has a registration number and ISO 17840 Part 4 defines which symbol(s) need to be used for each propulsion energy.
    - All the ISO 7000 symbols can be found at [www.iso.org/obp](http://www.iso.org/obp), click “graphical symbols” and enter the number of the desired symbol. Symbols in vector format can be purchased and directly downloaded

# Translation

- ISO 17840 Part 1, 2, 3 and 4 defined the pictograms to be used and the format of the rescue sheet. They also defined the name of the part represented by these pictograms
- Even if the idea is to use as little text as possible, there is a need to translate the rescue sheet in different languages
- For this, the members of the Euro NCAP and ISO Rescue working groups also provided translation of the pictograms present in the Legend.
  - A file with all the languages available can be downloaded through <https://standards.iso.org/iso/17840/-1/>
  - This file is to be updated before the end of 2020, and will be updated again when needed (for example to include more languages)



# Rescue Sheet Page 1

- The 1<sup>st</sup> page is to present the main information and it is organised in several blocks/parts
- In the next slides, each part of the 1<sup>st</sup> page will be detailed

# Page 1 - Header – 1<sup>st</sup> Part

Do not forget to put **the name of the brand** together with the model name, even if the logo shows the brand in full letter.

Do not forget to check **the name of the model** is not different in one specific country.

Do not forget the **body types** of the model covered by this rescue sheet. For example: 3 doors-5 doors, 5 seaters vs 7 seaters, hatchback, sedan...

# Page 1 - Header – 1<sup>st</sup> Part

## Propulsion energy

ISO 17840 part 4 symbol is a diamond defining the propulsion energy and following the colour code define by the standard

It has to be shown in the 1<sup>st</sup> part of the header

Some examples:



# Page 1 - Header – 1<sup>st</sup> Part

## Application to LHD/RHD



### **Never put the 2 pictograms in the same Rescue Sheet!**



Purpose of this pictogram is to inform that the RHD rescue sheet contains significant differences from the LHD version and therefore 2 distinct Rescue Sheets are needed. In most of the vehicles this distinction is not needed.

As a consequence, the pictogram should not be used if there is no Rescue Sheet for the other hand of drive.

# Page 1 - Header – 2<sup>nd</sup> Part

## **Car pictures**

Ensure the quality of the (colour) image is minimum 300 dpi and the size of the pictures is enough to be able to distinguish the details for a first responder trying to identify the car to ensure this is the correct Rescue Sheet.

ISO standard asks for 2 pictures, not less, not more.

The image can be a photo of a real car, it can be a digital, virtual representation of the car model.

# Page 1 - Top and side views

Use the pictograms as shown in the legend of Part 1. See example in next slides.

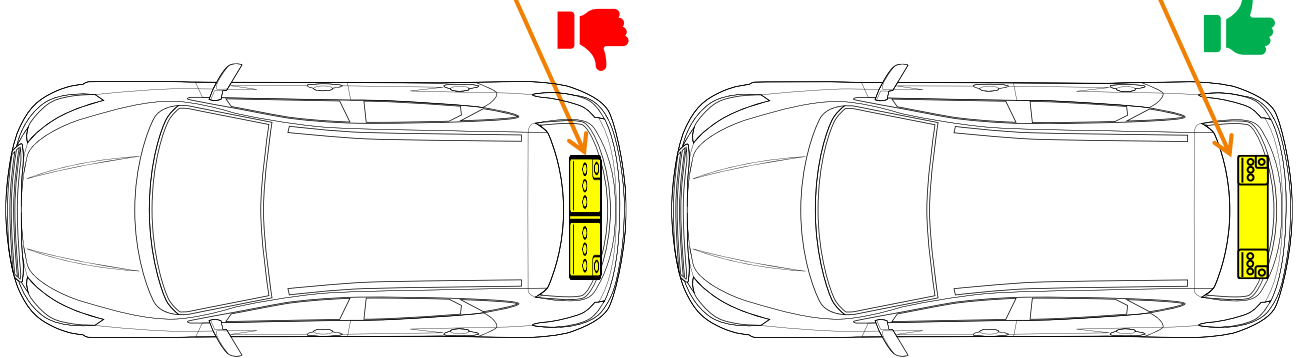
If you need to use pictograms from Part 3, do not forget to add a line in the legend to display them (see page 20).

The technology of the HV battery shall be stated (e.g. Li-Ion or Ni-MH), and to help even more the first responders as shown in page 15.

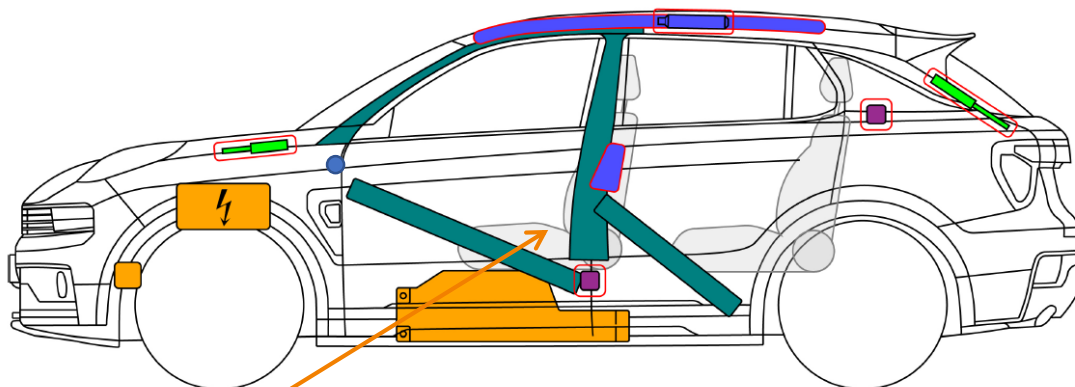
The voltage may be mentioned, because the actions in case of a rescue could be different.

# Page 1 - Top and side views

- Do not deform (stretch) existing symbols but draw realistic adapted components keeping the colour code of the symbol/border strip (e.g. HV battery)

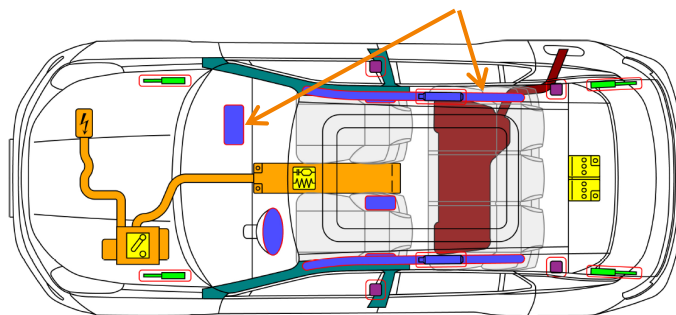


EXAMPLE(S)



- Show seats
- Draw realistic shape components (e.g. airbag )

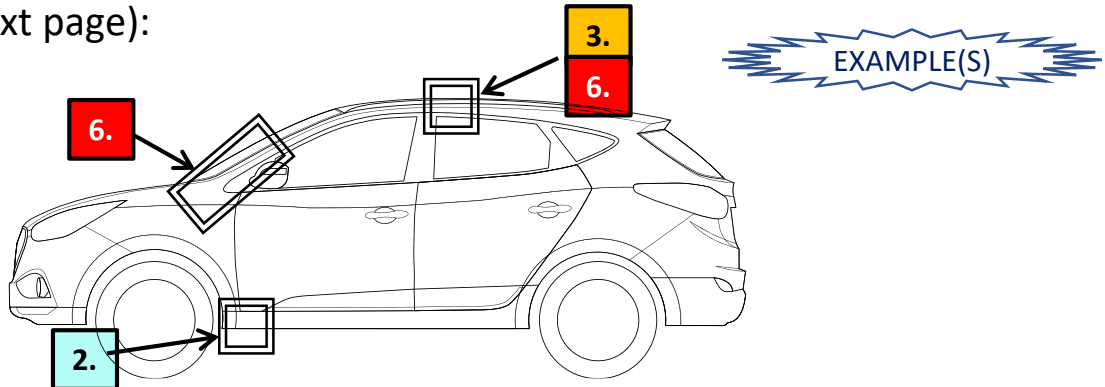
EXAMPLE(S)



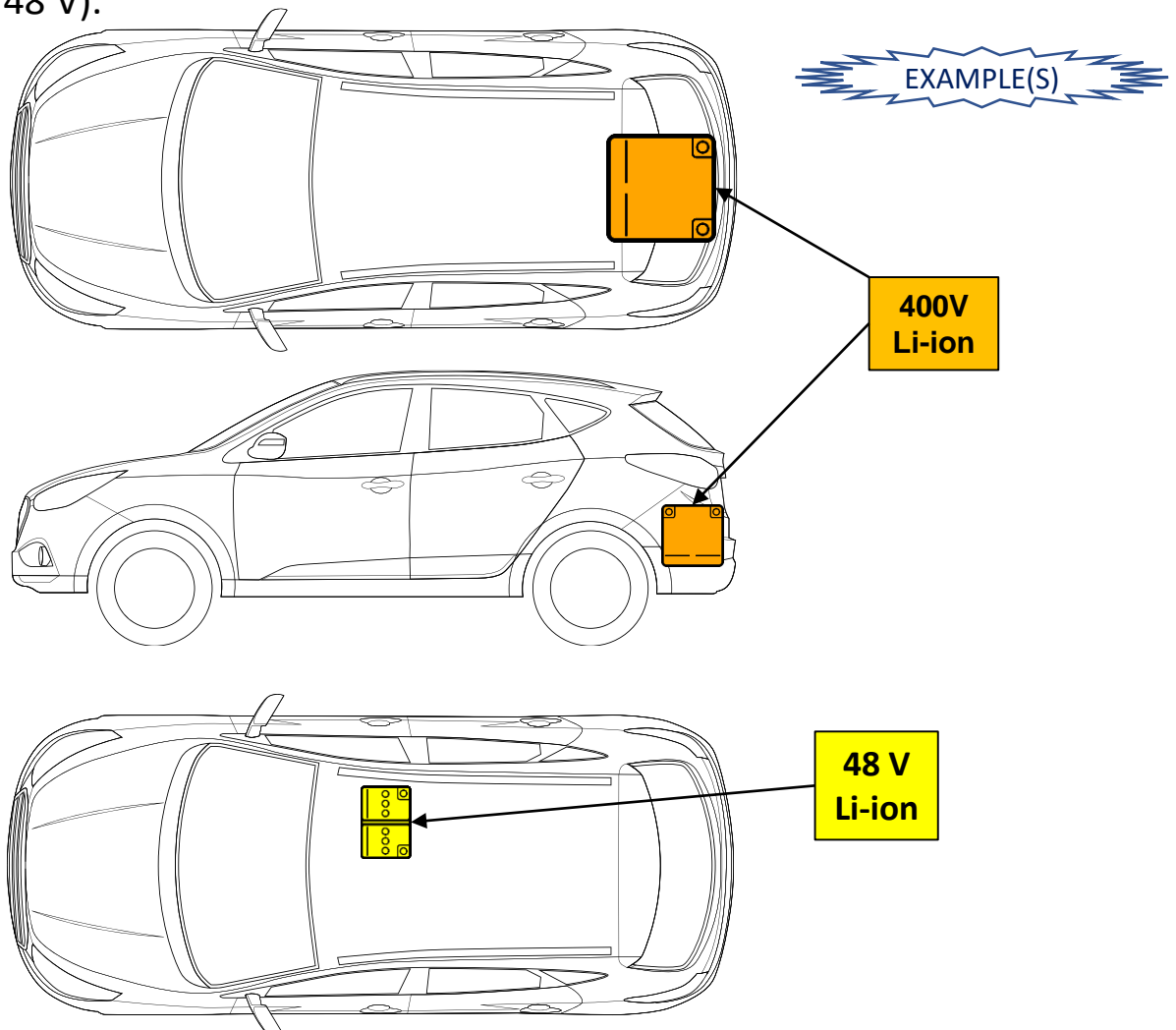
- Do not show unnecessary components

# Page 1 - Top and side views

To highlight specific items, you can combine the double frame rectangle with the reference to the chapter number together with its colour code (see example in next page):



It is also needed to inform here about the battery voltage and battery type for HV battery (in this order). It is done via a text box and an arrow pointing at the element in the car. Same is applicable for any low voltage above 24 V (for example for 48 V).



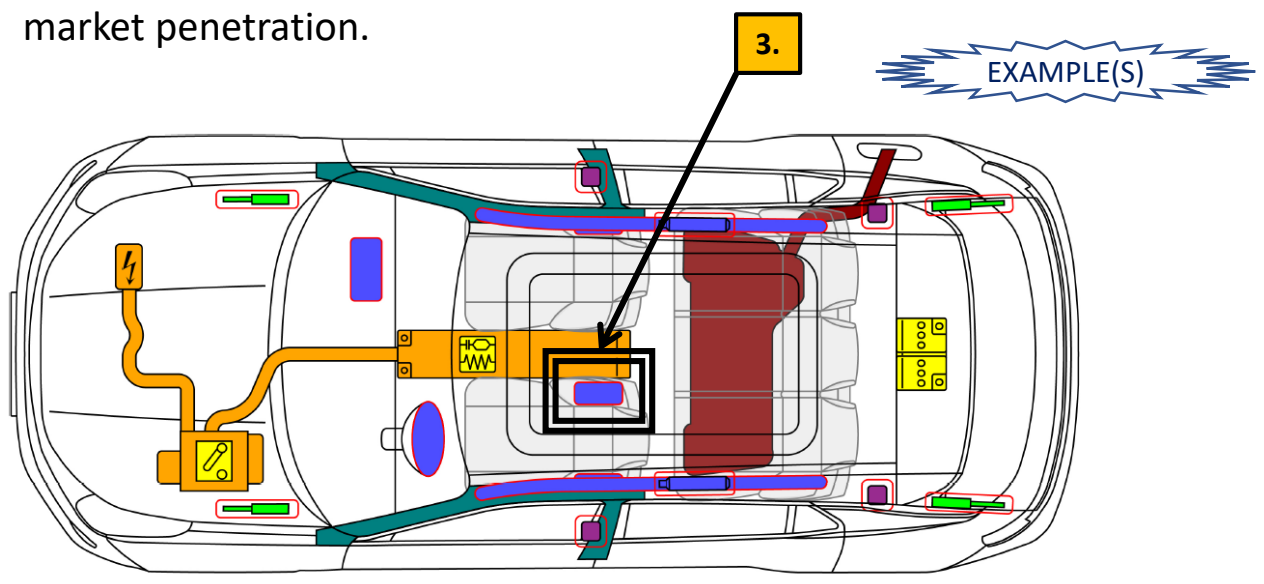


# Page 1 – Top and side views

## Double frame rectangle

To highlight specific items, you can combine the double frame rectangle with the reference to the chapter number together with its colour code.

- It can be displayed on the 2<sup>nd</sup> part of header or on the top or side view
- It is recommended to do so for any new equipment the first responders are not used to see in the accidents.
- Example below show the case for the far side airbag (also called Centre Airbag - CeAB). This airbag will be more and more popular in the coming years because Euro NCAP's incentive (protection in Far Side impact or in occupant to occupant interaction in case of a lateral crash). But it will remain scarcely present in accidents for the coming years due to the low market penetration of new models. Therefore it is important to highlight this new location to first responders. We expect this not to be needed anymore after 5 years (so 2025) of market penetration.



# Page 1 – Top and side views

## Gas strut

The colour code defined initially the **red** as the symbol of a **triggered** equipment (via pyrotechnic).

However, traditionally, gas struts have been displayed in the Rescue Sheets with a red contoured pictogram. The first responders are used to see this equipment displayed in this way.

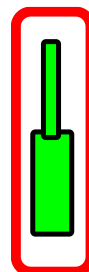
- Initially, before ISO 17840 creation, the red contour was used to distinguished between a pre-loaded spring and a gas-strut
- This distinction was considered crucial because in case of fire the gas strut can be a real danger compared to a pre-loaded spring.

For this reason, the ISO Working Group has decided to change the definition of the red colour code, in order to keep the red contour for any gas strut in the ISO 17840 Part 1 new version (to be published soon).

In conclusion, use:



- For pre-loaded spring



- For non-triggered gas strut
- For triggered pre-loaded spring
- For triggered gas strut

# Page 1 – Top and side views

## Reinforcements

Purpose of this information is to highlight the structural reinforcements that may delay the rescue process.

It means the ones that may be cut by the first responders to extricate the occupant. It can also be the reinforcements they may use as support to their opening tools.

It also means that the reinforcements inside the doors are not of interest for them. So it is not needed to present them.

These zones can be considered as difficult to cut because they are made with high-strength steel. But the difficulty can also come from the accumulation of several layers of “standard steel”. This is why the D-Loop in the B-Pillar can be a zone of reinforcements that is better to avoid to cut.

# Page 1 – Top and side views

## Fuel Tank

- Just a difference in the fuel type does not justify the creation of 2 distinct Rescue Sheets. In other word, one unique Rescue Sheet is accepted to cover Diesel and Gasoline variants.
- But then, the question is about which fuel colour is to be used on the top and side views.
- The decision from ISO WG was to display the **worst-case** of the two.
  - In the case of Diesel and Gasoline variants, the worst-case is Gasoline because it can be on fire at any pressure. For this reason, the dark red colour must be used in the top and side views.
- In any case, both diamonds (propulsion energy labels) must be displayed on the title part. So the first responders will know that this Rescue Sheet applies to both cases.


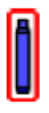




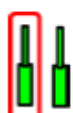















# Page 1 - Legend

The Full and EXACT legend of ISO 17840-Part 1:2015 must be displayed. This is a requirement from this version of the standard.

Otherwise, the Rescue Sheet is not compliant with ISO and therefore not compliant with Euro NCAP requirements.

If you need to use pictograms from Part 3, add a line in the legend to display them.

See example below:

	Airbag		Stored gas inflator		Seat belt pretensioner		SRS control unit		Pedestrian protection active system
	Automatic rollover protection system		Gas strut/Preloaded spring		High strength zone		Zone requiring special attention		
	Battery low voltage		Ultra capacitor, low voltage		Fuel tank		Gas tank		Safety valve
	High voltage battery pack		High voltage power cable/component		High voltage disconnect		Fuse box disabling high voltage system		Ultra capacitor, high voltage
	High voltage disconnect (cutting solution)		Disconnect high voltage device		Fuel tank content gasoline/ethanol				

EXAMPLE(S)

Once the new version of the standard will be published, the legend will be a dynamic legend where only the pictograms used on this rescue sheet will have to be displayed

# Page 1 - footer

Do not forget the total number of pages in the footer.

# Page 2 to 4 - headers with colour

If there is no specific information to give in one chapter, then the header of the chapter does not need to be displayed. But the next chapter will still keep the chapter number as displayed in ISO 17840 Part 3. There is no renumbering allowed because the fire fighters are used or trained to talk about chapter 3 or chapter 6 – not the exact title).

RGB colours are imposed by ISO 17840 Part 3. It concerns the text colour and the background colour

If a hazard is applicable to several chapters, the general principle is that it should be repeated under each chapter.

We expect BEV, HEV, PHEV, Hydrogen, Fuel Cell to be the ones where almost all the chapters will be completed.

But even for a traditional ICE (Internal Combustion Engines e.g. Diesel or Gasoline) vehicle, some information is relevant to be presented in the Rescue Sheet, such as:

- 48 Volt battery
- New type of airbags (such as CeAB (= Occupant to Occupant Side Airbag))
- Other new active or passive safety technology/items
- Special constructions/materials that has been used
- New types of access to the vehicle
- New types of communication V2X
- ...

**Maximum 4 pages expected\* to be used in the Rescue Sheet!!!**

- It is up to the car manufacturer to be creative beside the recommendations in this document to display the information that he thinks is needed to ensure safe and effective interventions for the responders. Using ISO 17840 pictograms and clear pictures should optimize the space needed to show the instructions and information.
- Remember that the ISO 17840 ERG is made to be used as a direct link with the ISO 17840 Rescue Sheet to give more in depth information. The combination of the 2 documents can be therefore very effective.

\* more than 4 pages can be accepted; if the amount of information needed in the rescue sheet justifies it.



## Page 2 to 4 \*

It is recommended that each of the additional page contains a small header listing: the brand / model / type and validity  
Not to have the header only in the 1st page.

\* more than 4 pages can be accepted; if the amount of information needed in the rescue sheet justifies it.

## 1. Identification / recognition

When applicable, please start with the following recommendation (for Electric, Hybrid, Fuel Cell vehicles)

LACK OF ENGINE NOISE DOES NOT MEAN VEHICLE IS OFF. SILENT MOVEMENT OR INSTANT RESTART CAPABILITY EXISTS UNTIL VEHICLE IS FULLY SHUT DOWN. WEAR APPROPRIATE PPE.



**FIRST:** General safety remarks are needed to approach safely the vehicle and give the possibility to identify/recognize safely the vehicle model.

**SECOND:** All relevant information with applicable symbols/drawings/pictures/photos for the full identification of the vehicle.

Information concerning symbols, model name, etc. on the vehicle → **brand logo, model logo**

Information to identify the propulsion system:

- o Information of what to identify under the hood
- o Information of what to identify on the dashboard
- o Specific information to recognize this vehicle (e.g. hybrid, EV, FCEV, or other identification)
- o Specific REESS or alternative propulsion fluid / energy source
- o Identification of the type of battery: chemistry family, voltage class, location in vehicle
- o Inclusion of applicable ISO 17840 pictograms

## 1. Identification / recognition

EXAMPLE(S)

**ELECTRIC POWERED VEHICLE**

## 1. Identification / recognition



LACK OF ENGINE NOISE DOES NOT MEAN VEHICLE IS OFF. SILENT MOVEMENT OR INSTANT RESTART CAPABILITY EXISTS UNTIL VEHICLE IS FULLY SHUT DOWN. WEAR APPROPRIATE PPE.

Brand logo



Model name



Source pictures/drawings  
LYNK&CO

## 1. Identification / recognition



LACK OF ENGINE NOISE DOES NOT MEAN VEHICLE IS OFF. SILENT MOVEMENT OR INSTANT RESTART CAPABILITY EXISTS UNTIL VEHICLE IS FULLY SHUT DOWN. WEAR APPROPRIATE PPE.



e-tron

Source pictures/drawings  
KVO/AUDI

## 2. Immobilisation / stabilisation / lifting

- Show relevant information for immobilisation and/or stabilisation actions on/around the vehicle
  - Provide images/illustrations of these elements
  - Identify appropriate vehicle specific stabilisation-lifting points
  - Identify prohibited vehicle specific stabilisation-lifting points

It is recommended to separate the 2 main items as follow:

### **A- Immobilise the vehicle**

Generally recommend to:

block the wheels

Set the parking brake

Put the car in “P” for automatic gearbox

Use pictures to show parking brake

location and gear lever location

### **B- Lifting Points**

Generally a bottom view of the car to show the jack points and the High Voltage cables, if any

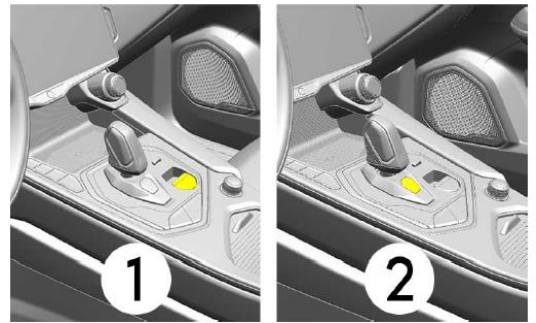
Use the titles above (A and B) to be consistent with other Rescue Sheets.

**2. Immobilisation / stabilisation / lifting**

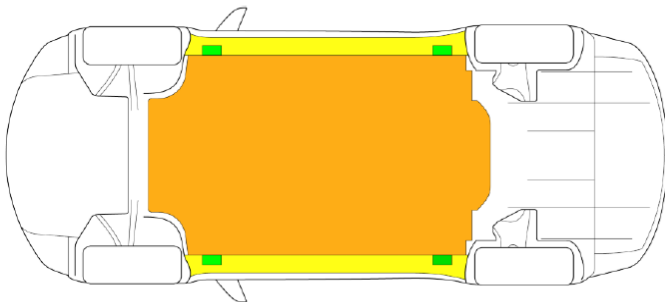
EXAMPLE(S)

**EXAMPLE ELECTRIC POWERED VEHICLE****2. Immobilisation / stabilisation / lifting****Immobilise vehicle:**




1. Block wheels and set parking brake;
2. Push the P (park) button to select the P (park) position;



Source pictures/drawings LYNK&amp;CO

**Stabilisation-lifting points:**

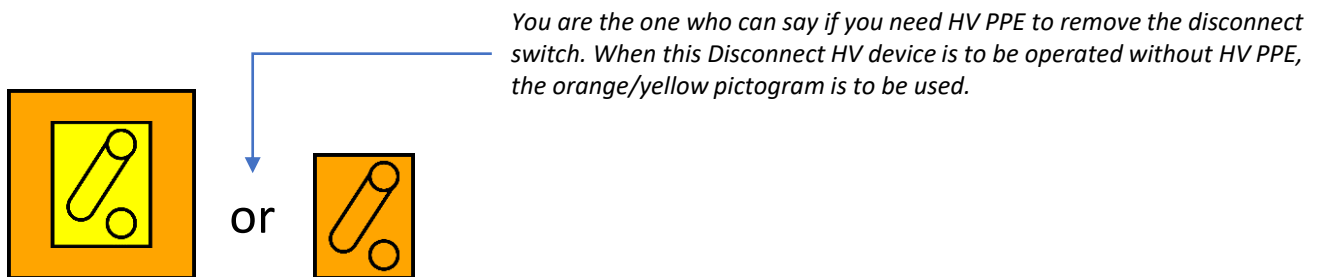
Source pictures/drawings TESLA

-  Appropriate stabilisation-lifting points
-  Appropriate stabilisation points vehicle on side
-  High voltage battery

### 3. Disable direct hazards / safety regulations

Purpose is to use as little text as possible to avoid language difficulties. This is why we recommend the extensive use of the pictograms from ISO 17840- Part 3. These pictograms can be on the left side of the page to symbolise the actions to take and where to do them (see example in slide 30-31).

It is important as well to define if the process needs to be done with PPE or not. So, extra care should be taken of the correct use of the following pictograms



Generally, there are some main actions and then some different **alternatives**, for the hazard disabling.

In this case, it is better to clearly mention it is an alternative. Otherwise the firefighters will consider they have to do the ALL the actions before rescuing the occupants. It can be difficult or impossible to do. So do separate clearly the alternatives, such as:

- MAIN DISABLING METHOD
- ALTERNATIVE DISABLING METHOD(S)
- ACCESS

*Use the text above to be consistent with other rescue sheets*

Content can be:

- How to eliminate immediate danger, which safety requirements are needed
- Including “preferred” procedure and “alternative” procedure(s) for disabling direct hazards (e.g. disabling high voltage or shutting off gas pressure)
  - Procedure when EV / PHEV are connected on charging
  - Provide detailed images of “specific type” of disconnections, with necessary information

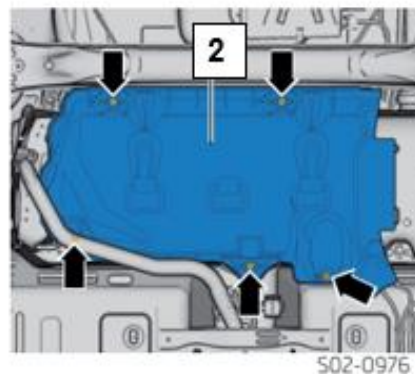
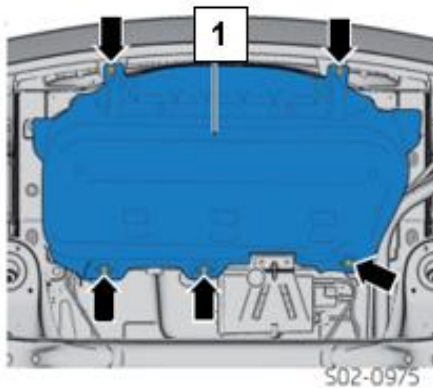
## 3. Disable direct hazards / safety regulations

EXAMPLE(S)

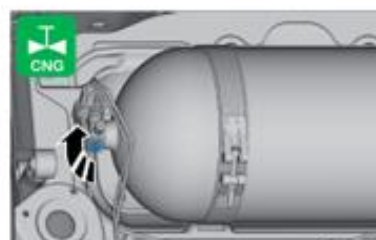
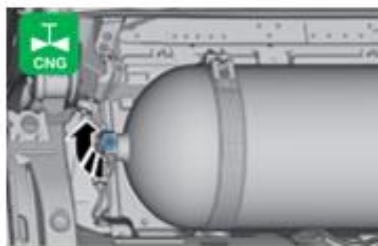
**EXAMPLE CNG POWERED VEHICLE****3. Disable direct hazards / safety regulations**MAIN METHOD**A) SHUT POWER OFF****B) MANUALLY CLOSE VALVES ON THE GAS TANKS**OVERVIEW CNG TANKS

If required, the shut-off valves can be manually closed on the gas tanks as follows.

1: Raise the rear of the vehicle so that the covers for the natural gas tank are accessible.



2: Use the handwheel -T50026- (ŠKODA special tool) or pliers to close the shut-off valves on both natural gas tanks in the direction of the arrow shown.

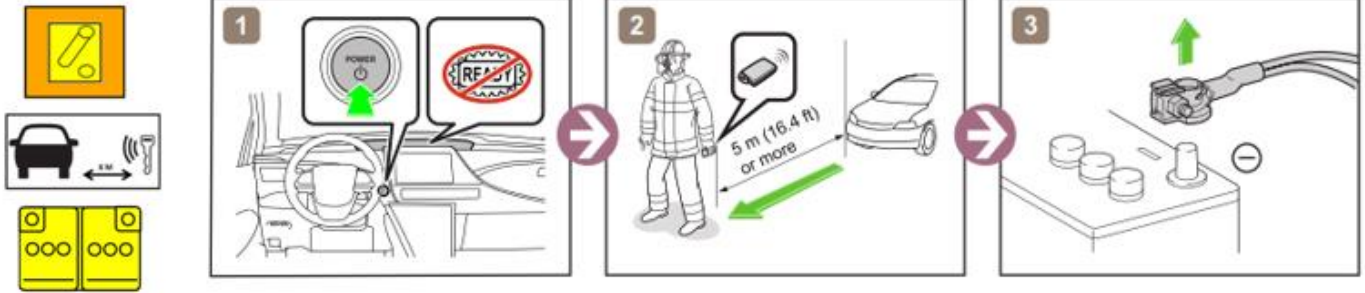
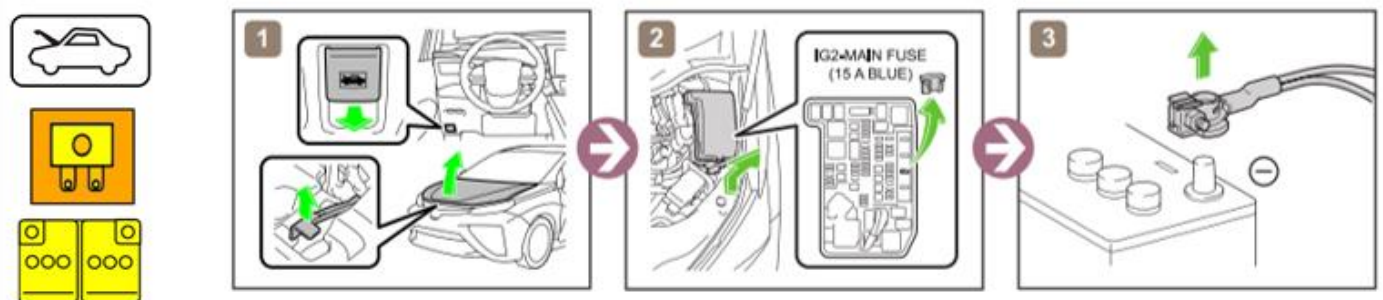
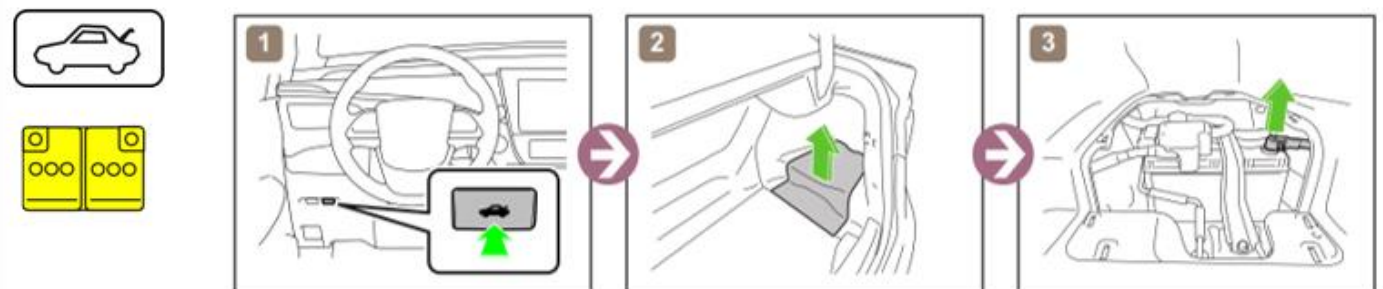


Source pictures/drawings SKODA



## 3. Disable direct hazards / safety regulations

EXAMPLE(S)

**EXAMPLE ELECTRIC POWERED VEHICLE****3. Disable direct hazards / safety regulations****MAIN METHOD****ALTERNATIVE METHOD****ACCESS TO 12V BATTERY**

Be aware that not every high voltage component is labelled.  
Always wear the appropriate PPE.  
Do not attempt to open the high voltage battery

Source pictures/drawings TOYOTA



#### 4. Access to the occupants

Content:

A) Glass types (All windows)

1 Laminated glass.

2 Tempered glass.

It is also possible to add information in this chapter when the car has very specific features that are not located in the same place as many other cars or that are not operated in the same way as many other cars (e.g. steering wheel adjustment operated through command in the centre screen).

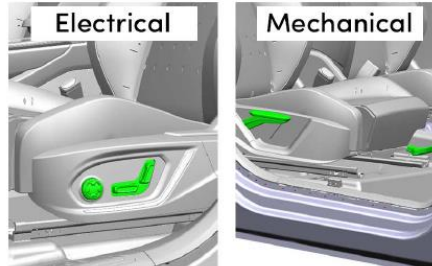
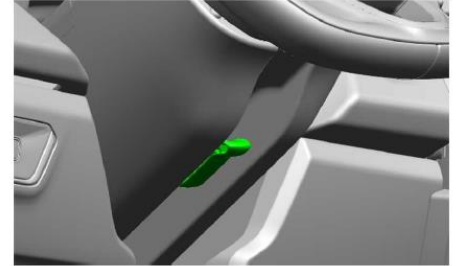
For this reason, in addition to A), there could be some information about:

B) Seat adjustment (electric/mechanical)

C) Steering column adjustment

D) High strength steel in body

E) Door latches / command

**4. Access to the occupants****EXAMPLE(S)****4. Access to the occupants****High strength steel in body****Seat adjustment****Steering column adjustment****Glass types:**

- A. Laminated glass.
- B. Tempered glass.



Source pictures/drawings LYNK&amp;CO

**5. Stored energy / liquids / gases / solids**

Using pictograms should be enough (a more detailed table will be available in the ERG so it is not needed in the Rescue Sheet).

A) List of stored energy/ liquids/Gases/Solids with mention of the dangers with the use of ISO 17840 pictograms:



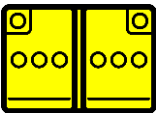



















- Batteries with mention of voltage
  - Propulsion fuel tank with mention of content in litre
  - Propulsion gas tanks with mention of content in litre
  - Solar cells with mention of voltage
  - Carbon / Magnesium / Titanium used in vehicle
  - Dangers when broken/leaks/dust (e.g Carbon fibres)
  - HV battery pack coolant
  - Specific air-conditioning coolant
- 
- Do not mention braking fluids, motor oil,... if they do not present any specific hazard

For specific materials mentioned above, the location must be displayed on the 1<sup>st</sup> page with a double frame rectangle and the reference to this chapter.

## 5. Stored energy / liquids / gases / solids

EXAMPLE(S)

**EXAMPLE**

		Full body
	  	48 V
	     	400V
	 	700 bar
	 	50 l
	 	0,9 l



When coolant leaks from the battery pack, it can become unstable with risk of thermal runaway. Check battery pack temperature with thermal imaging camera.



**6. In case of fire**

Just use pictures as much as possible to present the following:

A) Extinguish method: recommendations specific for this type/model (e.g.)

- How to put water into the HV battery (eg. Fireman access, direction of jet of water for better efficiency...)
- Clear warning if it is not recommended to apply a certain methodology to extinguish fire (eg. not to put the car into container with water)

B) Hazards specific for this type/model

C) Hazards also after fire (e.g. Carbon Fibres, reignition)

D) Recommendations specific for this model e.g. venting direction of the CNG or of the HV battery, if any.

6. In case of fire

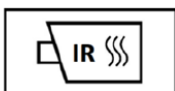
EXAMPLE(S)

## EXAMPLE ELECTRIC POWERED VEHICLE

6. In case of fire



Use large amount of water



**BATTERY RE-IGNITION!**

6. In case of fire

EXAMPLE(S)

## EXAMPLE CNG POWERED VEHICLE

6. In case of fire

Temperature Pressure Release Device(**TPRD**) opens at 110°C (loud hissing noise)  
90 seconds before all CNG gas is released from a tank



**6. In case of fire**

EXAMPLE(S)

**EXAMPLE FUEL CELL POWERED VEHICLE****6. In case of fire**

Temperature Pressure Release Device(TPRD) opens at 110°C (loud hissing noise)

**USE LARGE AMOUNT OF WATER ON  
BATTERY PACK****BATTERY RE-IGNITION**



## 7. In case of submersion

It may be just a reference to see Chapter 3.

It can be more detailed if some specific functions exist in the vehicle.

The possible contents are:

- A. What to do in case of immersion in water, the specific danger
- B. Which procedure to follow concerning e.g. high voltage

**7. In case of submersion****EXAMPLE(S)****EXAMPLE ELECTRIC POWERED VEHICLE****7. In case of submersion**

Wear appropriate PPE. Remove the vehicle from the water and continue with normal high voltage (see chapter 3). Vehicles submerged in salt water should be handled with a greater potential risk of a HV battery fire.

Tilt the vehicle to one side to allow water to drain out of the vehicle and the high voltage battery.

**8. Towing / transportation / storage**

Present where to secure the towing hook tool in the car (front and rear) and if relevant, where the tool is located (when it is not in a usual place):

- A) Towing/transportation method specific for this type/model or general
- B) Storage method specific for this type/model or general
- C) Hazards specific for this type/model or general
- D) Recommendations specific for this type/model or general

This section is specially made for second responders as towing, garage technicians,...

8. Towing / transportation / storage

EXAMPLE(S)

## EXAMPLE ELECTRIC POWERED VEHICLE

8. Towing / transportation / storage

Location front hook



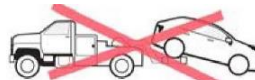
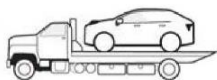
Location rear hook



**STORE AT SAFE DISTANCE FROM OTHER VEHICLES!**



**BATTERY RE-IGNITION!**



Source pictures/drawings LYNK&CO

**9. Important additional information**

If this chapter is not needed, then it does not need to be displayed.

But the information that can be displayed here are:

- A) Contact information manufacturer
- B) Link to ERG (effective working link)

In addition, when a new restraint system, such as a new type or location of airbag eg. CeAB (= **Occupant to Occupant airbag**) is available in the car, apart from the well known restraint system, it is strongly recommended to show more details about it, such as its deployed shape.

Attention can be drawn to the first responders using a double frame rectangle and the reference to this chapter (or to chapter 3) that will be displayed on the 1<sup>st</sup> page as mentioned in page 15.

## 10. Explanation of pictograms used
















When there is enough space to fit this chapter inside the Rescue Sheet (remember, no more than 4 pages), it is good practice to insert a table with all the pictograms that are not yet presented in the legend displayed in the 1<sup>st</sup> page.

Otherwise if not possible, insert the link to the ISO 17840 ERG where they will all be displayed and defined.

## 10. Explanation of pictograms used

EXAMPLE(S)

## 10. Explanation of pictograms used

	Smart key distance		Risk of flammability
	Warning high voltage		Risk of damaging human health
	Caution		Risk of acute toxicity
	Warning low temperature		Risk of an explosion
	Air-conditioning component		Risk of corrosive material / substances
	Hybrid Gasoline vehicle		Use water to extinguish the fire
	Use IR Camera (thermal imaging)		Bonnet
			Trunk