



## Know Before You Go: EV Edition

Welcome to your Hertz EV. If you have any questions or concerns before you get on the road, please check out our EV FAQs or return to the counter and ask for assistance. Never drive a vehicle that you're not comfortable driving!



## Introduction to Your EV

### Locking and Unlocking Your Vehicle

- Tesla: Locate the small circle on the side panel to the right of the driver's side door window. Place your key card just below the circle to unlock (and lock) the vehicle.
- Other EV models: Use the key fob provided.

### Opening Your Tesla's Doors

- Push in on the larger part of the door handle – the thinner part will pop out. Pull it toward you to open the door.
- To open a door while sitting inside, press the button located at the top of the interior door handle and push the door open.
- Open your Tesla's trunk by tapping the corresponding spot on the touchscreen. (The touchscreen's default is to say "Open Trunk" – this is to prompt you to open it. This prompt means the trunk is actually closed.)

### Adjusting the Side Mirrors

- Tesla: Touch the car icon on the bottom left of your touchscreen. Select Controls → Mirrors. Then use the left track wheel on the steering wheel to position your mirrors. First, press down on the left scroll button to choose the side you wish to adjust. Then scroll up to move the mirror up or down to move the mirror down. Press the left or right side of the button to tilt the mirror to the left or right.
- All other EVs: On the driver side door panel utilize the toggle after selecting right or left mirror.

### Starting the Car

- Tesla: Press down on the brake and set the key card in the space between the cup holder and center console. It will turn off automatically when you put it into Park, exit the car, remove all key cards and close all doors.
- Polestar: The vehicle turns on automatically when you enter it with the key fob and turns off automatically when the vehicle is parked and the driver exits the vehicle. The car can also be manually switched off via the center display.
- Volvo: Press down on the brake and change gears on the center console.  
All other EVs: Push the Start button to power-on the car.

### Getting into Gear

- Tesla: Press down on the brake and use the gear selector stalk on the right side of the steering column. Push up for Reverse and down for Drive. Press the button on the end of the stalk to Park.
- Kia: Press down on the brake and use the rotary dial on the center console to put the car into gear.
- All other EVs: Press down on the brake and use the gear selector in the center console to put the car into gear.

### Braking

- Most EVs utilize regenerative braking\*, which can create the sensation of braking when a driver stops accelerating. Please continue to use the brake pedal for safety.

\*To learn more about regenerative braking, scan the QR code shown above.

### Operating Your Windshield Wipers

- Tesla: Press the car icon in the bottom left corner and select Controls. You will see wiper choices, including an "Auto" option. You can set the "Auto" mode up before you get on the road. You can also activate the windshield wipers by using the left gear stalk.
- Volvo, Polestar and Kia: Press the wiper button on the right gear stalk to activate the windshield wipers.
- All other EVs: Press the wiper button on the left gear stalk to activate the windshield wipers.

### Controlling the Temperature

- Tesla and Polestar: Swipe up on the touchscreen.
- Bolt and Kia: Utilize the AC control console.



## Charging Your EV

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### How Far Can I Go on a Single Charge?

- Tesla Model Y: Estimated up to ~330 miles.
- All other EV models: Estimated up to ~240 – 250 miles.

### How Much Charge Do I Have?

- Tesla: Your current battery charge level will be displayed on the top left corner of the touchscreen.
- All other EVs: Find the battery charge level displayed on the information center on the dashboard.
- To improve battery life, EVs are not charged to 100%.

### How Do I Recharge?

- First, locate a convenient charging station. An easy way to do so is by using your EV's built-in map.
- Once you arrive at a public charging station, provide payment details. For Tesla charging networks, you will not be asked to provide a form of payment – the cost will be automatically billed through your Rental Agreement.
- Open the charge port cover.
  - Tesla: Tap the charge cover on the vehicle picture included on your touchscreen.
  - All other EVs: Tap on the charging port door.
  - Please note that the charging port for Chevrolet Bolts is located on the front left side of the vehicle.
  - AC Level 2 Chargers charge in about 4-10 hours.
- Connect the charging cable to the charging port. Your touchscreen will provide details on your charging level. You do not need to stay in the vehicle during charging.

### How Long Will Charging Take?

- Some chargers are faster than others.
- DC Fast Chargers offer the fastest result (about 20 minutes to an hour for a full charge).
  - For Teslas, this is a Tesla “Supercharger”.
  - For other EVs, search for DC Fast Chargers.
- AC Level 2 Chargers charge in about 4-10 hours.

### Return Charge Level

Hertz now offers 3 flexible charging options to our EV renting customers:

- Charge Purchase Option (CPO): offered for \$35 and you can return any charge level.
- EV Battery Recharge: offered for \$35 upon return and we will recharge for you.
- Self-Charge
  - The battery life should be no less than 80% upon return, or a \$35 fee will apply.
  - If you charge at a Tesla network station, we'll pass through charging-related fees to the credit card you used to rent your Tesla.
  - If you charge at a third-party charging station, just pay on the spot.