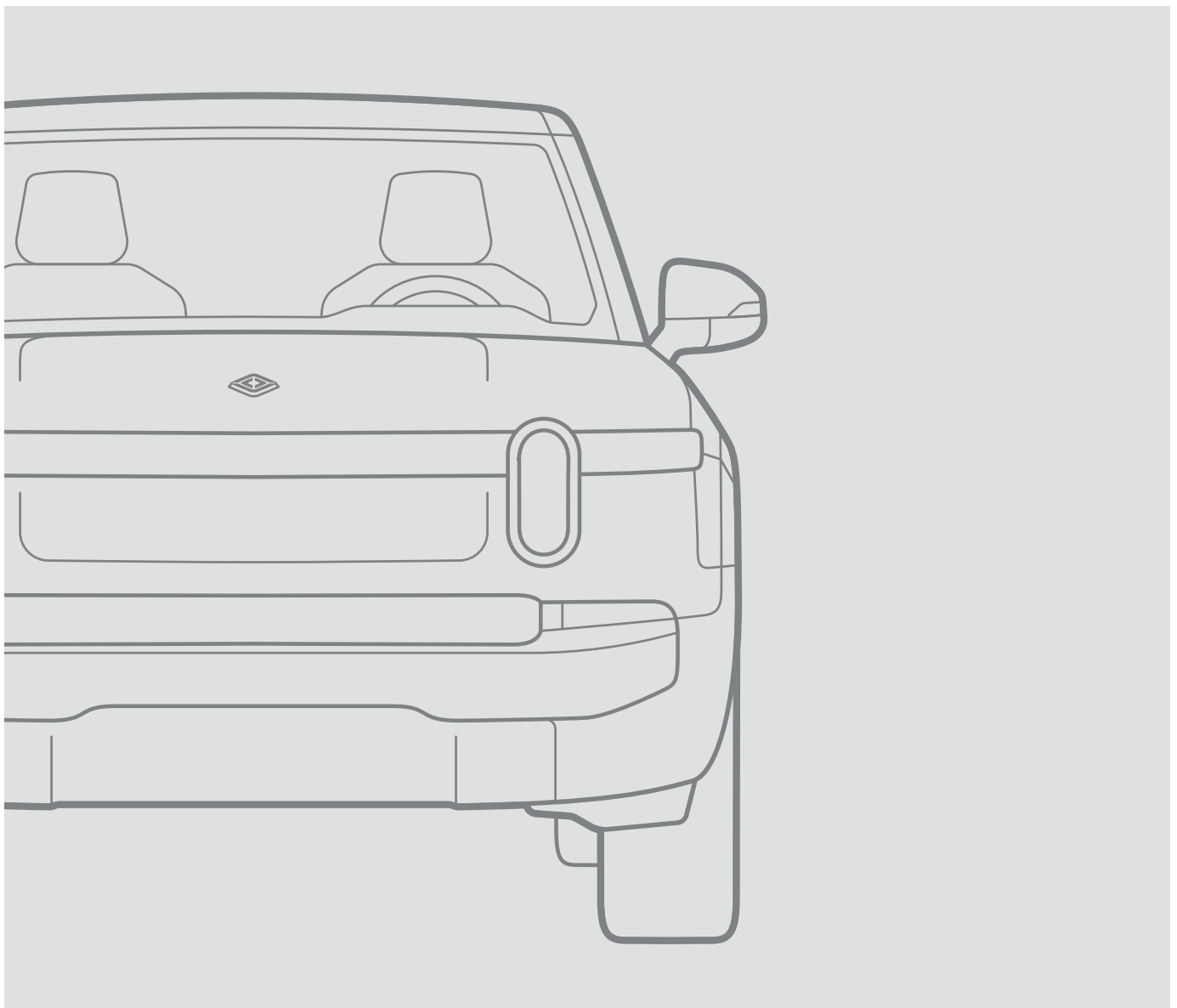


R1T + R1S

New Vehicle Limited Warranty Guide





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The images provided in this document are for illustrative purposes only. Depending on the product details and market region, the information in this document may appear slightly different from your product.

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Consumer Information

RIVIAN'S CONSUMER ASSISTANCE PROCESS

Rivian is dedicated to achieving the highest level of consumer satisfaction. Rivian is in the best position to help you with your service and repair needs. To obtain warranty service, contact Rivian Customer Service.

Rivian will then communicate with you to:

1. Determine the optimal repair, service or both for the vehicle and if the repair or service is covered under warranty.
2. Determine the most convenient repair and service location, date and time.
3. Provide an estimated duration of repair and service.

Rivian will offer you alternative transportation for the duration of the warranty repair free of charge for certain repair lengths. When Rivian notifies you that vehicle repairs, service or both have been completed, you are responsible for picking up the vehicle in a timely manner. If you cannot pick up the vehicle in a timely manner, you are responsible for coordinating with the Rivian Service Centre. Failure to do so will result in additional charges not covered under warranty. Typical charges could include storage and vehicle rental fees. Local or provincial authorities may require taxes be paid for warranty repairs and services. Rivian is not responsible for any taxes on warranty repair and warranty services.

CONTACTING RIVIAN CUSTOMER SERVICE

Contact Rivian's Customer Service team through any of the following methods:

- The Rivian app.
- Email customerservice.ca@rivian.com.
- Call [+1 \(844\) RIVIAN1](tel:+1844RIVIAN1) / [+1 \(844\) 748-4261](tel:+18447484261).
- Go to <https://rivian.com/support> and use the chat option.

RIVIAN ROADSIDE ASSISTANCE

Rivian Roadside Assistance is available 24 hours a day, 365 days a year, with click-to-call in the Rivian Mobile app or by dialing +1 (844) RIVIAN4 / +1 (844) 748-4264. For details regarding Rivian Roadside benefits, refer to the Rivian Roadside Terms and Conditions. <https://rivian.com/legal/roadside-canada> Explore opportunities for an enhanced roadside experience by contacting Rivian.

General Warranty Provisions and Terms

WARRANTOR

Rivian Automotive LLC (“Rivian”) will provide repairs to Rivian passenger vehicles during the applicable warranty period in accordance with the terms, conditions and limitations defined in this Warranty Guide.

Rivian Automotive, LLC
14600 Myford Road
Irvine, CA 92606, USA
United States
customerservice.ca@rivian.com

LIMITATIONS AND DISCLAIMERS

Limitations and Disclaimers

The warranties in this Warranty Guide are the only express warranties made in connection with Rivian passenger vehicles.

Warranties and conditions arising under provincial law including, but not limited to, implied warranties and conditions of sale, durability or those otherwise arising in the course of dealing or usage of trade, shall be limited in duration to the fullest extent allowable by law, or limited in duration to the term of the New Vehicle Limited Warranty for such jurisdictions which do not allow a limitation on the duration.

These stated warranties give you specific legal rights. You may have other rights, which vary from province to province depending on applicable provincial law.

Many provinces and territories have enacted consumer protection laws that provide you with certain rights if you have problems with your new vehicle. These laws vary across province or territory. To the fullest extent allowed by the law of your jurisdiction, you must provide Rivian, during the applicable warranty period specified in this Warranty Guide, with written notification of any defects you have experienced within a reasonable period of time to allow Rivian an opportunity to make any needed repairs, before you pursue any remedies via a civil action.

VEHICLES COVERED

The warranties in this Warranty Guide apply to Rivian passenger vehicles sold by Rivian and registered in Canada. Warranty service is provided exclusively at Rivian Service Centres in Canada and the 50 United States and Washington D.C. For the locations of Rivian Service Centres, please visit <https://rivian.com/support/article/where-are-rivian-service-centers-located>.

MULTIPLE WARRANTY CONDITIONS

Warranty terms and conditions may vary depending on the part or system covered. A warranty for specific parts or systems is governed by the terms in the applicable warranty section and other general provisions in the Warranty Guide section below.

Rivian does not authorize any person or entity to create any other obligations or liability for Rivian in connection with this Warranty Guide. The decision whether to repair or replace a part is reserved for Rivian at Rivian's sole discretion.

YOUR RIGHTS UNDER PROVINCIAL LAW

The provisions in this Warranty Guide give you specific legal rights. You may also have other rights that vary by province.

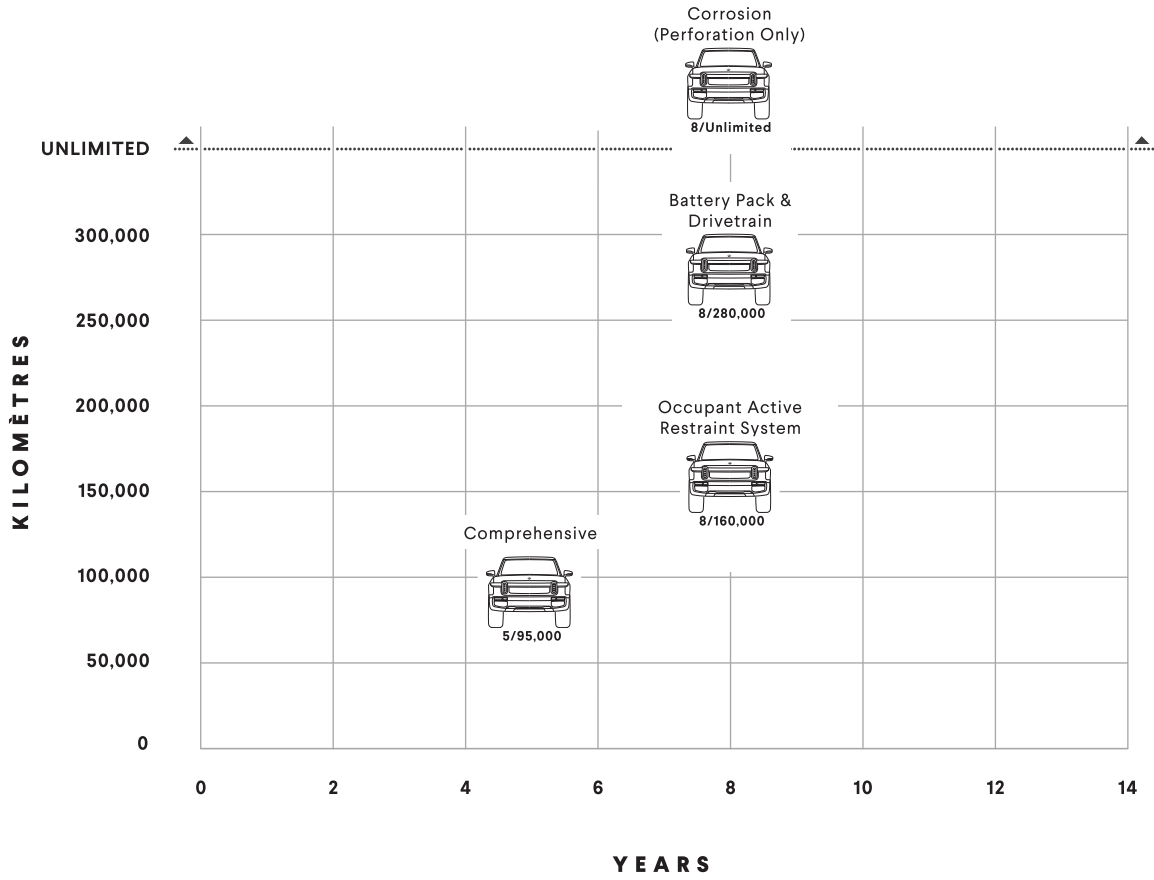
WARRANTY TRANSFER

The warranties described in this Warranty Guide may be transferable to subsequent lawful purchasers of the vehicle after the first retail purchaser. Subsequent purchasers should contact Rivian, before purchase, to determine whether any warranty coverages have been voided.

WARRANTY PERIOD

The New Vehicle Limited Warranty begins on the day a new vehicle is delivered to the first retail purchaser(s) or by leasing or registering the vehicle for operation, whichever is earlier, and provides coverage for the period based on the specified warranty, as indicated in the New Vehicle Limited Warranty section below. Parts repaired or replaced under this warranty are covered only until the original warranty period ends or as otherwise provided by applicable law.

WARRANTY SNAPSHOT



New Vehicle Limited Warranty

The New Vehicle Limited Warranty provides the following coverage, subject to the limitations and exclusions outlined in this document:

- A five-year or 95 000-kilometre (whichever occurs first) comprehensive warranty.
- An eight-year or 280 000-kilometre (whichever occurs first) battery pack system and drivetrain system limited warranty.
- An eight-year corrosion (perforation) limited warranty.
- An eight-year or 160 000-kilometre (whichever occurs first) occupant active restraint system limited warranty.

Coverage, exclusions and limitations for these warranties are detailed below. These warranties cover the repair, replacement or adjustment necessary to correct any Rivian component parts found to be defective in materials or workmanship under normal operation and use during the applicable coverage period.

Any part replaced under the terms of this warranty shall become the property of Rivian.

COMPREHENSIVE WARRANTY

Rivian promises to repair, replace or adjust any Rivian component parts found to be defective in factory-supplied materials or factory workmanship under normal operation and use during the applicable coverage period, subject to the conditions, exclusions and limitations set out in this Warranty Guide.

BATTERY PACK LIMITED WARRANTY

Coverage includes all of the components inside the battery pack enclosure and the enclosure. Interfaces that connect the vehicle systems to the battery (including, but not limited to, external cables, harnesses and hoses) are covered under the terms of the comprehensive warranty.

The lithium-ion battery pack capacity naturally decreases over time with use. This expected gradual capacity loss over time is not covered under the Battery Pack Limited Warranty. However, greater than expected degradation is covered under the Battery Pack Limited Warranty. The warranty will cover a battery pack that loses 30% or more of its normal minimum usable rated capacity within the warranty period. Valid battery pack capacity-related warranty claims will be replaced with a battery pack of equal or greater performance that is appropriate to the mileage and age of the vehicle and will be covered for the remainder of the warranty period of the original battery pack. An authorized Rivian service location will determine the usable capacity of your battery pack to determine if the degradation level is within the expected natural range. The decision to repair, replace or provide remanufactured parts, along with the condition of the replacement part, is at the sole discretion of Rivian.

DRIVETRAIN LIMITED WARRANTY

Coverage includes the electric motors, gearbox assembly, disconnects (rear only) and the dual power inverter module. Interfaces that connect the vehicle systems to the drivetrain (including but not limited to external cables, harnesses and hoses) are covered under the terms of the comprehensive warranty.

CORROSION (PERFORATION ONLY) LIMITED WARRANTY

Coverage begins on the same date as the New Vehicle Limited Warranty and continues for eight years with no mileage limit. Rivian will repair or replace any original body panel that rusts completely through from the inside out (perforated by corrosion). This includes panels previously repaired or replaced under this warranty. You will not be charged for any parts, material or labour under this warranty. Any body panels repaired or replaced under this warranty are covered only for the time remaining in the eight-year warranty period.

OCCUPANT ACTIVE RESTRAINT SYSTEM LIMITED WARRANTY

Rivian passenger vehicle seat belts and related seat belt components are warranted against defects in workmanship and materials that Rivian finds for eight years or 160 000 kilometres, whichever occurs first. This limited warranty covers the repair or replacement necessary to correct defects in materials or workmanship of any parts manufactured or supplied by Rivian that occur under normal operation and use during the applicable coverage period.

This limited warranty does not cover replacement of seat belts and related components required as the result of a collision.

EXCEPTIONS

The items below are covered for periods different from the comprehensive warranty coverage. These limited warranties cover the repair or replacement necessary to correct defects in materials or workmanship of any parts manufactured or supplied by Rivian that occur under normal operation and use during the applicable coverage period, subject to the exclusions and limitations set out in this Warranty Guide.

- The original equipment 12-volt batteries that come with your Rivian are covered by a three-year or 60 000-kilometre (whichever occurs first) limited warranty. Defective batteries will be replaced at no cost during this warranty period.
- Brake linings are covered by a one-year or 20 000-kilometre (whichever occurs first) limited warranty.
- Exterior body panel surface rust is covered by a three-year or 60 000-kilometre (whichever occurs first) limited warranty.
- The Camp Speaker, if equipped, is covered by a two-year limited warranty.

EXCLUSIONS AND LIMITATIONS

The New Vehicle Limited Warranty does not apply to a vehicle in the following situations:

- The vehicle or product is modified without Rivian's written approval.
- The vehicle or product is repaired in a way that is inconsistent with Rivian service requirements. See the Owner's Guide for your Rivian vehicle for information on service and maintenance requirements. Rivian recommends that you have maintenance and service done at a Rivian-authorized repair facility or service vehicle to avoid possibly having coverage voided.
- The vehicle or product is subjected to unusual physical, thermal or electrical stress; racing; overloading; improper installation; misuse; abuse; accident; fire; floods; or negligent use, storage, transportation or handling.
- The vehicle or product is used primarily for business or commercial purposes.

In addition, damage or the malfunction of the vehicle or any of its component parts is not covered under the New Vehicle Limited Warranty when caused by the following:

- Using or installing parts or performing modifications not approved by Rivian.
- Lack of routine maintenance as set forth in the Owner's Guide for your vehicle.
- Lack of repair or failure to repair in a timely manner.
- Attempting to charge the vehicle by any means other than through the charge port.
- Failure to observe and comply with all field service action notifications.
- Using the vehicle to improperly tow, winch or otherwise improperly convey transportation.
- Winching, towing or transporting the vehicle in an improper manner.
- Theft or other criminal activity.
- Collisions, crashes and objects striking the vehicle.
- Reckless driving of the vehicle over hazardous surfaces including, but not limited to, curbs, potholes, debris, vegetation or other obstacles.
- Competition and racing.
- Using the vehicle for purposes other than those for which it was designed, including using the vehicle for long-term stationary power backup or supply.
- Immersion of the vehicle or its components in salt water.
- Environmental damages, malicious acts or acts of God, including, but not limited to, storms, hail damage, floods, high winds, fire, lightning, prolonged exposure to direct sunlight, road debris, vandalism or acts of violence, animal infestation, tree sap, harmful airborne chemicals including, but not limited to, ash and fallout, exposure to salt, stone chips, pavement tar, and insect and bird droppings.
- Storing the vehicle at temperatures below -35 °C without being plugged into a charger.

In addition, this New Vehicle Limited Warranty does not cover any of the following:

- Glass, including windshield glass, that is cracked, chipped, scratched or otherwise broken by any means besides a defect in material or workmanship. This applies to Rivian-manufactured or -supplied windshield and glass.
- Normal noise, vibration and harshness, including, but not limited to, brake noise, road noise and vibration, and general creaks, squeaks and rattles.
- Any accessory or the installation of non-Rivian-authorized parts and accessories. This includes damage caused by unauthorized parts and accessories and by their installation, including, but not limited to, driveline failures occurring from modifying the stock vehicle with large tires, wheel spacers and aftermarket components that can damage the driveline, like tank tracks and large off-set wheels.
- Accessories associated with the vehicle, including, but not limited to, the tires, external recharging equipment or related non-vehicle components that have separate warranties subject to their own terms and conditions.
- Regular maintenance services, including, but not limited to, the following:
 - Standard periodic service and diagnostic checks (for details see the Owner's Guide for your vehicle or service documents).
 - Wheel alignment, balancing and tire rotation.
 - Exterior and interior care (such as washing, cleaning and waxing). If equipped, wood trim has inherent variations in colour and texture, dependent upon being properly cleaned and maintained. Wood trim may lighten or darken due to age or exposure to sunlight; this is not a defect in materials or workmanship.
 - Wearable maintenance items considered to be consumable (such as wiper blades, brake components including pads and rotors, key fob batteries and filters).
- Towing costs, charges or other fees associated with non-warranty repairs and service (such as failure to adequately charge the vehicle resulting in loss of motive power during use).

Additional Exclusions and Limitations for Corrosion

In addition to the exclusions and limitations set out above, the Corrosion (Perforation Only) Limited Warranty does not cover the following:

- Surface rust on the underbody or any other part of the vehicle except body panels.
- Rusting of body panels that were repaired, replaced or refinished after sale of the new vehicle, unless those panels were repaired or replaced under this warranty.
- Body panel rust caused by abuse, misuse or lack of maintenance.
- Rusting where the paint has been damaged by road hazards, such as stones and debris.
- Rust caused by immersion of the body panel in water, mud or sand, or from exposure to corrosive gas or industrial fallout.
- Paint matching. Rivian will decide how much of the repaired or replaced panel (and any adjoining body panels) needs to be repainted to match the original finish. Rivian will not, under any circumstance, authorize painting the entire vehicle purely for the purpose of paint matching.
- Vehicle's matte finish appearance (if equipped). Maintaining the matte finish is solely the responsibility of the vehicle owner as described in the Owner's Guide for your vehicle.
- Repairs due to damage caused by application of aftermarket rust-proofing products.

VOIDED WARRANTY

Complying with the Owner's Guide, this Warranty Guide and any future field service action notifications for your vehicle is important to maintain warranty coverage. This New Vehicle Limited Warranty may be voided if the instructions in those documents, or possible future field service actions, are not followed. These instructions include, but are not limited to, compliance with field service action notifications, vehicle proper use, vehicle repair and maintenance requirements and software updates.

As with proper operation and maintenance of your vehicle, Rivian is not responsible for you receiving and maintaining your vehicle's maintenance and service records. Detailed records must include the service centre location or mobile service identification number, service dates, description of services and the full 17-digit vehicle identification number (VIN). Transferring any maintenance or service records should the vehicle be resold is not Rivian's responsibility.

The following events may also void the New Vehicle Limited Warranty:

- Abuse or neglect that interferes with the proper functioning of the vehicle.
- VIN defacing or alterations.
- Odometer modifications or disconnections.
- Vehicles that have been determined to be dismantled, fire damaged, flooded, salvaged or a total loss.
- Damage to your vehicle due to towing that was not pre-authorized by Rivian Customer Service or Roadside Assistance.

Rivian also reserves the right to use telemetry data obtained directly or remotely, or any other vehicle-related data gathered by any means, to verify any vehicle or vehicle-system fault, troubleshoot any concern, conduct research and analysis for vehicle improvement, evaluate vehicle functionality and performance, analyze vehicle incidents and approve or deny warranty claims. Any personal information that is part of the telemetry data will be collected, used and disclosed in accordance with the Rivian privacy notice. <http://rivian.com/legal/privacy>

If your vehicle leaves Canada, for warranty purposes:

- Except where specifically required by law, there is no warranty coverage for this vehicle if it is sold or registered outside of Canada.
- This policy does not apply to vehicles registered to Canadian government officials or military personnel on assignment outside of Canada.

Although Rivian does not require all service or repairs be made at a Rivian-authorized repair facility or other authorized repair channel, the New Vehicle Limited Warranty may be voided in whole or in part due to improper maintenance, service or repair. Rivian strongly recommends that you have all maintenance, service and repairs done at a Rivian-authorized repair facility or service vehicle to avoid possibly having coverage voided. Unauthorized service that contributes to the warranty claim may result in the warranty being voided.

DAMAGES

Some jurisdictions, such as Quebec, do not allow the exclusion or limitation of indirect, direct, incidental, special or consequential damages, so the limitations or exclusions set out below may not apply to you.

THE LIMITATIONS AND EXCLUSIONS BELOW DO NOT APPLY TO CONSUMERS IN QUEBEC:

Rivian shall not be liable for any direct damages in an amount that exceeds the purchase price paid for the vehicle or product. The above limitations and exclusions shall apply whether your claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise) or otherwise at law or in equity, even if Rivian is advised of the possibility of such damages or such damages are reasonably foreseeable.

Rivian is not responsible for any fees or costs incurred in connection with litigating any such claim.

Rivian is not responsible for any indirect damages arising out of, or relating to, Rivian vehicles or products, including, but not limited to, transportation to and from a Rivian-authorized repair facility, loss of access to the vehicle and any damages resulting from loss of vehicle access.

Other Limited Warranties

In addition to the New Vehicle Limited Warranty, the following limited warranties are also available.

TIRE LIMITED WARRANTY

The tires that come as original equipment on your new Rivian are warranted by their manufacturer, including the spare tire, if included. Limited warranty details for a particular tire manufacturer are detailed in the applicable tire manufacturer's limited warranty statement found on their website.

To obtain warranty service for your original equipment Rivian tires, you may contact Rivian Customer Service for assistance or take the tire to an authorized dealer of the tire manufacturer.

Original Equipment Tire Manufacturers

Pirelli Tire, LLC
Consumer Affairs Group
100 Pirelli Drive Rome, GA 30161
United States

Phone: [+1 \(800\) 747-3554](tel:+1(800)747-3554)

Email: consumer.affairs@pirelli.com

Website: www.ca.pirelli.com

Warranty Brochure: <https://www.pirelli.com/tires/en-ca/car/tire-warranty>

SERVICE PARTS LIMITED WARRANTY

Rivian warrants the original new and remanufactured service parts it sells against defects that Rivian finds in materials or workmanship for 24 months commencing on the date of sale or installation by an authorized service entity.

Upon discovery of a defect in material or workmanship, the part or the vehicle in which the covered part is installed shall be brought to any authorized service entity to obtain service under this warranty. The service entity will repair or replace the defective part without charge to the customer upon presentation of the original invoice or repair order verifying the date of sale or installation. The decision to repair or replace the part is made solely by Rivian. For a list of authorized service entities, contact Rivian Customer Service.

The part replaced under the terms of this warranty shall become the property of Rivian.

LIMITATIONS FOR SERVICE PARTS SOLD OVER THE COUNTER

When a part that is sold over the counter is already removed from the vehicle and returned to the authorized service centre as defective with the original sales receipt, if Rivian finds a defect in materials or workmanship, Rivian will cover either:

- The cost of repairing the part, or
- The cost of an equivalent new or remanufactured replacement part, at its sole discretion.

The labour required to remove and reinstall the part, in this situation, is not reimbursable to the customer.

For consumer-installed parts, the warranty start date is the invoice date of the parts sale. The original invoice to prove the parts warranty start date must be provided in the event of a subsequent failure.

Original parts that are replaced under the Service Parts Limited Warranty receive the remainder of the original 24-month coverage, should subsequent failures occur.

ADVENTURE GEAR LIMITED WARRANTY

Rivian Adventure Gear purchased with your Rivian vehicle is generally covered by the same warranty duration as the comprehensive warranty (five years or 95 000 kilometres, whichever occurs first).

Rivian Adventure Gear purchased separately from your vehicle is covered for a period of two years.

For further details, exceptions to warranty periods and exclusions and limitations, see the Adventure Gear Warranty Guide. <https://rivian.com/legal/warranty-gear-canada>

CHARGING EQUIPMENT LIMITED WARRANTY

Warranties for charging equipment, which are not included with the vehicle, are found in a separate warranty document.

Exchange Parts

Warranty repairs may be resolved by using exchanged parts with the intent to reduce the amount of time you are without your vehicle. New, reconditioned, remanufactured or repaired parts may be used in this exchange service. In any case, all exchanged parts will have the same limited warranty as service parts and meet Rivian standards. The decision whether to repair, replace or provide remanufactured parts, along with the condition of the replacement parts, is reserved for Rivian at the sole discretion of Rivian.

Production Changes

Rivian may make changes to new vehicle design and update warranty coverage for new vehicles at any time. Production changes or upgrades to new vehicles do not obligate Rivian to update vehicles already built with component parts of a different type or design, so long as the vehicle functions properly with the repair, adjustment or installation of replacement parts under the warranty.

This Warranty Guide will be updated with a new effective date, shown on the title page, if any warranty terms have changed. The new warranty terms will only apply to vehicles sold after that date.

Nothing in this warranty should be construed as requiring defective parts to be replaced with parts of a different type or design than the original part, so long as the vehicle functions properly with the replacement part.

Modifications and Waivers

Only an authorized Rivian representative can modify this R1T + R1S New Vehicle Limited Warranty Guide (the "Warranty Guide"). Rivian may cover more service and repair costs than are necessary as detailed in the Warranty Guide. In some cases, Rivian choosing to offer to pay for services and repairs beyond the limited warranty are known as "adjustment programs." In the event Rivian initiates an adjustment program, Rivian will attempt to contact owners of registered affected vehicles. Owners may contact Rivian to determine if their vehicle is covered in a broader adjustment program. The choice to use adjustment programs does not affect Rivian's right to pay for repair and services beyond warranty requirements on a case-by-case basis.

Rivian reserves the right to perform additional services, make changes to Rivian vehicles and pay for service and repairs beyond those covered in the Warranty Guide without incurring any obligation on Rivian to perform similar actions on other vehicles. This Warranty Guide does not imply any Rivian vehicle is expected to contain defects or is completely free from defect. Defects may be unintentionally introduced into vehicles during the design and manufacturing processes. Such defects could result in the need for repairs. For this reason, Rivian provides the New Vehicle Limited Warranty to remedy any such manufacturing defects that result in vehicle component part malfunction or failure during the warranty period.