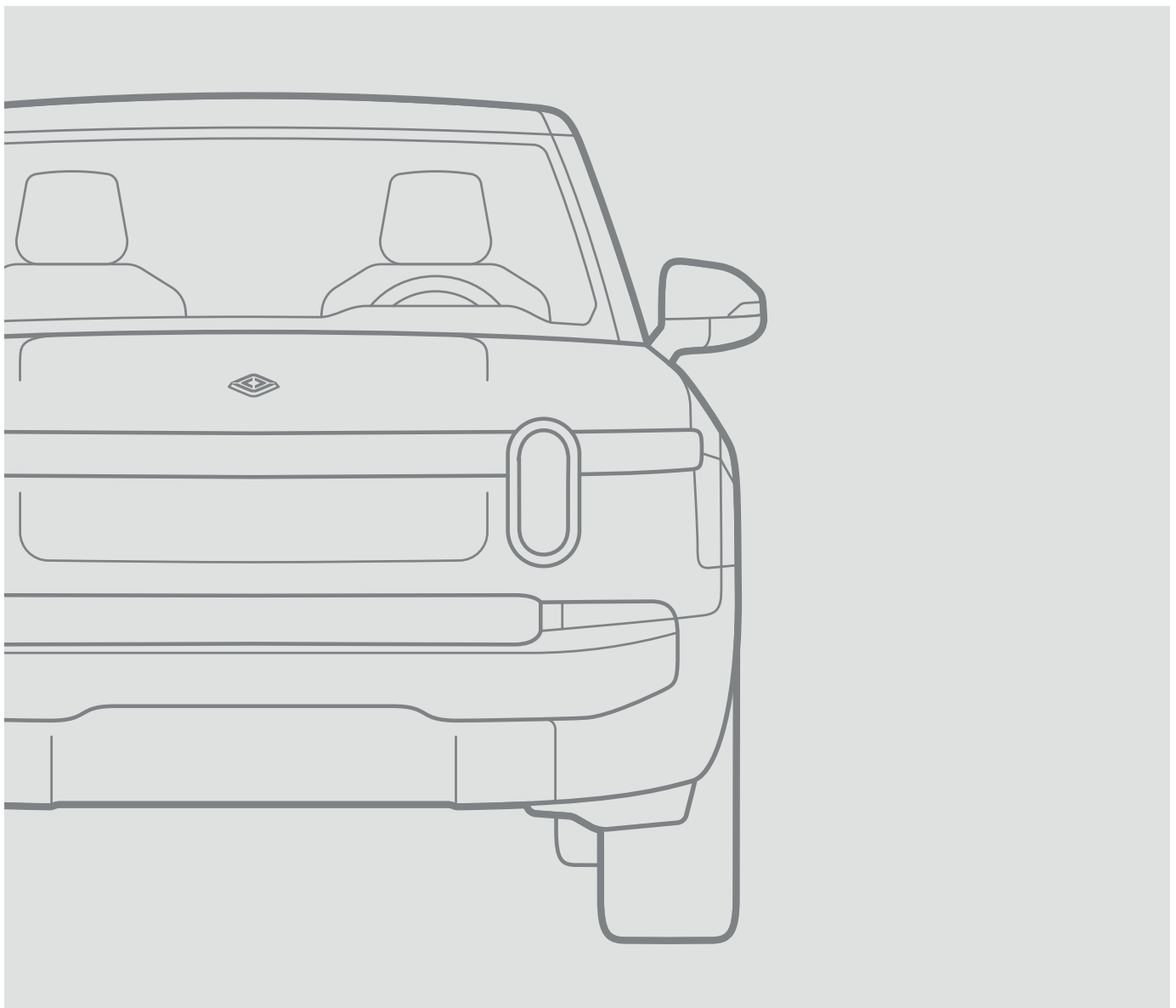


R1T + R1S

# New Vehicle Limited Warranty Guide





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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 Center. Failure to do so will result in additional charges not covered under warranty. Typical charges could include storage and vehicle rental fees. Local or state 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.
- E-mail [customerservice@rivian.com](mailto:customerservice@rivian.com).
- Call (888) RIVIAN1 / (888) 748-4261.
- 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 (844) RIVIAN4 / (844) 748-4264. You are responsible for the cost of towing or otherwise transporting your vehicle to and from the designated location for the performance of services, unless such tow is the direct result of warranty-covered repairs and you arrange the required tow to obtain the warranty repairs through Rivian's customer service. Roadside services arranged through third parties will not be reimbursed by Rivian. Explore opportunities for an enhanced roadside experience by contacting Rivian.

# Alternative Dispute Resolution

## BBB AUTO LINE ALTERNATIVE DISPUTE RESOLUTION PROGRAM

Rivian's internal consumer assistance program will make every effort to resolve every customer concern in a satisfactory manner. We realize, however, that mutual agreement on some issues may not be possible. To ensure that you have had an opportunity to have your concern fully reviewed, Rivian provides an Alternative Dispute Resolution (non-binding arbitration) program. Rivian offers the program through:

BBB Auto Line  
3033 Wilson Boulevard, Suite 600  
Arlington, VA 22201  
United States

The BBB Auto Line program is available free of charge, and is part of Rivian's effort to provide you with an impartial third-party organization to equitably resolve your concerns. To request that your case be reviewed through the program, you must complete an application claim form and mail it to BBB Auto Line. To request a form, call Rivian at 888-RIVIAN1 / (888) 748-4261 or obtain a copy at <https://auto.bbbnp.org/lemon-law-complaint-form/>. You may also contact BBB Auto Line at (800) 955-5100. When you contact Rivian or BBB Auto Line, have your vehicle identification number and the current mileage on your Rivian vehicle. BBB Auto Line may also request that you provide your name and address, as well as a description of the problem with your vehicle. You should also include a copy of your correspondence with Rivian related to the issue with your Rivian vehicle. BBB Auto Line may only resolve disputes between you and Rivian on an individual basis and not on a class or representative action.

BBB Auto Line generally attempts to reach a decision on any claim within 40 days of when the claim is opened. The Scope of BBB Auto Line's decision shall be limited and excludes from consideration any award of punitive damages, attorney's fees, or consequential damages (other than incidental damages expressly permitted by applicable law).

BBB Auto Line's decision is binding on Rivian, but not on you. If you accept the decision, Rivian will comply within 30 days after notice of your acceptance.

If you are not satisfied with the arbitrator's decision or Rivian's compliance, you may pursue your claim in binding arbitration on an individual basis in accordance with your Final Agreement to Purchase. Your participation in the BBB Auto Line Program will satisfy the Initial Dispute Resolution Requirement in the Final Agreement to Purchase. Even if rejected, the BBB arbitrator's decision and any related findings will be admissible in any subsequent actions.

### NOTE

The BBB Auto Line alternative dispute resolution process referenced above is a separate procedure from the Binding Arbitration program referenced below.

## **BINDING ARBITRATION**

You may resolve any dispute, claim, or controversy between you and Rivian arising out of, or related to, your New Vehicle Limited Warranty by binding arbitration on an individual basis as the sole means to resolve claims as and to the extent provided in the Applicable Law and Class Action Waiver section of your Final Agreement to Purchase and reproduced in this Warranty Guide.

Please note, however, that regardless of where you reside or where your vehicle is registered, your vehicle was purchased in a state where Rivian is licensed to sell new motor vehicles and the laws of the state where the vehicle was purchased may govern in certain situations.

## **DISPUTE RESOLUTION – ARBITRATION, CLASS WAIVER**

Any claim or dispute you may have related to your New Vehicle Limited Warranty or the duties contemplated under the warranty (among other disputes) will be arbitrated pursuant to the terms of the Final Agreement to Purchase. Under that agreement, you agreed to resolve disputes with Rivian by binding arbitration, rather than litigation in court. Please reference your Final Agreement to Purchase for full details. If you prefer not to submit your dispute to the BBB Auto Line Program described above, you may proceed, after undertaking reasonable and good faith efforts to settle the dispute directly, to binding arbitration or small claims court under the Final Agreement to Purchase.

For your convenience, the relevant portion of the Final Agreement to Purchase is reproduced below:

## 16. DISPUTE RESOLUTION—ARBITRATION, CLASS ACTION WAIVER

**Binding Arbitration.** To the fullest extent permitted by applicable law and except for small claims or if you choose to opt-out as provided below, you and Rivian agree to resolve any claims, demands, disagreements, or disputes between us whether based in contract, tort, statute or otherwise arising from or related to this Agreement, or our relationship, including advertising and other communications between you and Rivian, Rivian products or services, and as applicable, your credit application, or the purchase or condition of the Vehicle (a “Dispute”) by binding arbitration conducted by the American Arbitration Association (“AAA”) in accordance with the AAA Consumer Arbitration Rules, unless you and we agree otherwise. For more information on arbitration and to access the AAA Consumer Arbitration Rules, please visit: [www.adr.org](http://www.adr.org). If the AAA Consumer Arbitration Rules conflict with this Agreement, then this Agreement shall control. **You and we understand that we are both waiving our rights to go to court (other than small claims court, as provided below), to present our claims to a jury and to have claims resolved by a jury trial, and also that judicial appeal rights, if any, are more limited in arbitration than they would be in court.**

**Confidentiality.** Unless otherwise prohibited by federal or state law or regulation, any arbitration, and any award issued in an arbitration, shall be kept confidential, except to the extent necessary to seek court intervention (such as to enforce an award).

**Initial Dispute Resolution Requirement.** Most disputes can be resolved without resort to arbitration or small claims court. For any Dispute, you and we agree that before taking any formal action to initiate arbitration or a small claims suit we will contact the other in an attempt to resolve the Dispute. You will contact us at [demands@rivian.com](mailto:demands@rivian.com) and provide a brief, written description of the Dispute and your contact information (including your Rivian ID, if you have one). We will contact you at your contact information on file with Rivian. You and Rivian agree to use reasonable efforts to settle any Dispute directly and good faith negotiations shall be a pre-condition to either party initiating a small claims suit or arbitration.

**Filing a Demand for Arbitration.** If the parties do not reach an agreed-upon solution within a period of 60 days from the time informal dispute resolution is initiated under the Initial Dispute Resolution provision above, then either party may initiate binding arbitration. In order to initiate arbitration, you must file an arbitration demand with AAA. You can find information about AAA and file your arbitration demand at <https://www.adr.org/Support>. You are also required to send a copy of the arbitration demand to us and you should send it by email to: [arbitration@rivian.com](mailto:arbitration@rivian.com).

**Fees & Costs.** AAA's Consumer Arbitration Rules will govern the allocation of arbitration fees and costs between you and Rivian. However, if your arbitration case filing fee exceeds to filing fee you would pay to file the action in a court of law, Rivian will pay the amount of your case filing fee in excess of the filing fee you would pay in a court of law. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if s/he finds that applicable law allows such reimbursement because your claims were frivolous or brought in bad faith. You are responsible for your own attorneys' fees unless applicable law provides otherwise.

**Arbitration Location & Procedure.** Arbitration shall be initiated and take place in the city or county of your residence unless you and Rivian agree otherwise, or, if you reside outside of the United States, in Orange County, California. If your claim does not exceed \$25,000, then the arbitration will be conducted solely on the basis of documents you and Rivian submit to the arbitrator. If your claim exceeds \$25,000, you and Rivian may agree to conduct arbitration by videoconference or teleconference or conduct a document-only arbitration without any hearing.

**Applicable Law.** This Section 16, Dispute Resolution – Arbitration and Class Action Waiver, its subject matter, formation and enforceability will be governed by the Federal Arbitration Act as interpreted by the federal courts, and not any state law regarding arbitration. The statute of limitations laws of the State in which Rivian is licensed to sell motor vehicles that is nearest to your delivery address, without regard to choice or conflict of law principles, will apply to any claims brought in arbitration.

**Arbitrator's Powers.** The arbitrator, and not any federal, state, or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability, or formation of this Section, including but not limited to any claim that all or any part of this Section is void or voidable, whether a claim is subject to arbitration or the question of waiver by litigation conduct. However, the parties agree that any issue concerning the validity of the class action waiver below must be decided by a court, and an arbitrator does not have authority to consider the validity of the waiver. The arbitrator shall be empowered to grant whatever relief would be available to you in your individual capacity in a court under law or in equity, including public injunctive relief. The arbitrator's award shall be written and shall be binding on the parties and may be entered as a judgment in any court of competent jurisdiction.

**Class Action Waiver.** The parties further agree that the arbitration shall be conducted in each party's respective individual capacity only and not as a class action or other representative action, and the parties expressly waive their right to file a class action or seek relief on a class basis. **YOU AND RIVIAN AGREE THAT EACH PARTY MAY BRING CLAIMS AGAINST THE OTHER PARTY ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, NEITHER YOU NOR RIVIAN WILL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CONSUMERS IN COURT OR IN ARBITRATION OR OTHERWISE PARTICIPATE IN ANY CLAIM AS A CLASS REPRESENTATIVE, CLASS MEMBER OR IN A PRIVATE ATTORNEY GENERAL CAPACITY.** If a court or arbitrator finds this Class Action Waiver provision to be unenforceable as to a particular class or representative action, then this entire Section 16, Dispute Resolution – Arbitration and Class Action Waiver shall be null and void as to that class or representative action, and the action may only be brought in court rather than in arbitration.

**Small Claims Court.** Subject to the Initial Dispute Resolution Requirement, either party may bring an individual action in small claims court consistent with the jurisdictional limits that apply to that forum.

**Opt-Out Right.** You may opt-out of this Section 16, Dispute Resolution – Arbitration and Class Action Waiver within 30 days from the date you electronically sign this Agreement, by sending an email to [optout@rivian.com](mailto:optout@rivian.com) from the email associated with your Rivian ID with "Opt-Out of Arbitration" in the subject line and, in the body of the email, your full name and address. You agree that any request will not apply to subsequent agreements between you and Rivian unless the other agreement provides an option to opt out and you follow the requirements outlined in that other agreement.



**Severability.** Except as provided in the Class Action Waiver Section above, if any competent legal authority determines any part of this Section 16, Dispute Resolution – Arbitration and Class Action Waiver is illegal or unenforceable, then such part will be eliminated and the remainder of Section 16, Dispute Resolution – Arbitration and Class Action Waiver will remain in force and effect and the unenforceable part shall be deemed to be modified solely to the extent necessary to make it enforceable.

**Survival.** This Section 16, Dispute Resolution – Arbitration and Class Action Waiver shall survive the end of this Agreement and/or your relationship with Rivian, including the end of any promotion or contest, opt-out of communication or other use or participation in any Rivian Product or Service.

# 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  
United States  
[customerservice@rivian.com](mailto:customerservice@rivian.com)

## 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 state and federal 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 state to state depending on applicable state law. INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, OR COMMERCIAL LOSS ARE NOT COVERED UNDER THIS WARRANTY.

In the United States, the Magnuson-Moss Warranty Act (15 U.S.C.A. § 2301 et seq.) (“MMWA”) is the federal law which governs your New Vehicle Limited Warranty. You must use BBB Auto Line before seeking remedies via a civil action under the MMWA. However, if you choose to seek remedies that are

not created by the MMWA, you are not required to use BBB Auto Line, although that option is still available to you. Many states have enacted laws, commonly called 'Lemon Laws,' that provide you with certain rights if you have problems with your new vehicle. These laws vary across state or territory. Some jurisdictions require your use of BBB Auto Line before pursuing a civil action. Some jurisdictions require that you provide Rivian with a final repair opportunity. 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 the United States. Warranty service is provided exclusively in the United States. Any subsequent purchasers or transferees may be eligible for warranty service in the United States.

### **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.

Some states may not allow limitations on implied warranties or the conditions above, in which case, the above limitations may not apply to you. The replacement part may be a new, reconditioned, or remanufactured part.

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 STATE LAW**

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

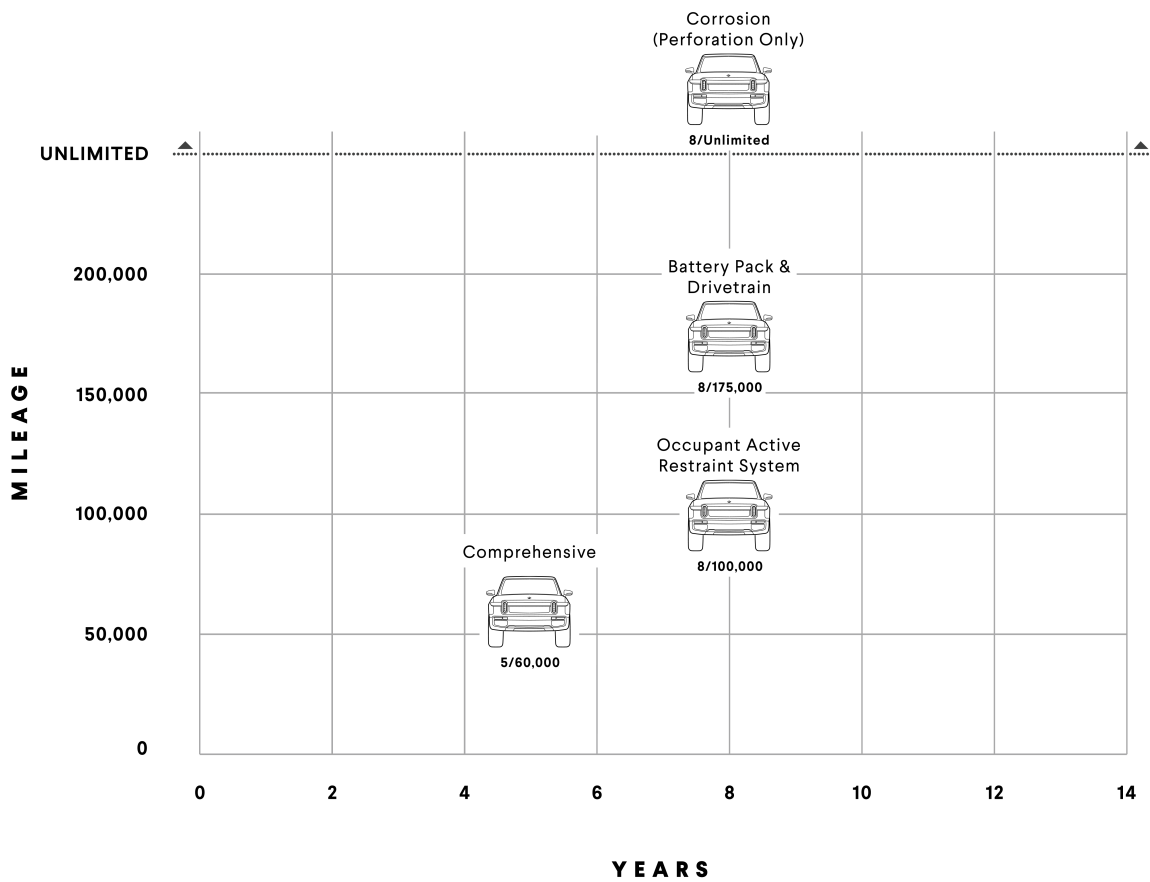
### **WARRANTY TRANSFER**

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. 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 5-year or 60,000-mile (whichever occurs first) comprehensive warranty.
- An 8-year or 175,000-mile (whichever occurs first) battery pack system and drivetrain system limited warranty.
- An 8-year corrosion (perforation) limited warranty.
- An 8-year or 100,000-mile (whichever occurs first) occupant active restraint system limited warranty.
- A tire limited warranty provided by the tire manufacturer.

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 materials or workmanship under normal operation and use during the applicable coverage period.

## 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 8 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 labor under this warranty. Any body panels repaired or replaced under this warranty are covered only for the time remaining in the 8-year warranty period.

## **OCCUPANT ACTIVE RESTRAINT SYSTEM LIMITED WARRANTY**

Rivian passenger vehicle seat belts and related seat belt components are warranted against defects that Rivian finds in workmanship and materials for 8 years or 100,000 miles, 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.

For vehicles sold and registered in the State of Kansas, seat belts and related seat belt components are warranted against defects in workmanship and materials for 10 years, regardless of mileage.

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.

- The original equipment 12-volt batteries that come with your Rivian are covered by a 3-year or 36,000-mile (whichever occurs first) limited warranty. Defective batteries will be replaced at no cost during this warranty period.
- Brake linings are covered by a 1-year or 12,000-mile (whichever occurs first) limited warranty.
- Exterior body panel surface rust is covered by a 3-year or 36,000-mile (whichever occurs first) limited warranty.
- The Camp Speaker, if equipped, is covered by a 2-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 leavings.
- Storing the vehicle at temperatures below -31°F without being plugged into a charger.

## NEW VEHICLE LIMITED WARRANTY

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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, aftermarket components that can damage the driveline like tank tracks, large off-set wheels.
- Certain individual items 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 color 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

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 rustproofing 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 center 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.

If your vehicle leaves the United States, 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 the United States.
- This policy does not apply to vehicles registered to U.S. government officials or military personnel on assignment outside of the United States.

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

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.

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.

Some jurisdictions do not allow the exclusion or limitation of indirect, direct, incidental, special, or consequential damages, so the above limitations or exclusions may not apply to you.

# 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

English: 1-800-747-3554

French: 1-800-363-0583

[consumer.affairs@pirelli.com](mailto:consumer.affairs@pirelli.com)

Dealer Locator:

U.S.: [www.us.pirelli.com](http://www.us.pirelli.com)

Canada: [www.ca.pirelli.com](http://www.ca.pirelli.com)

Warranty Brochure: <https://www.pirelli.com/tires/en-us/car/tire-use-guide-warranty/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.

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 center 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 Original Part.

The labor 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 (5 years or 60,000 miles, whichever occurs first).

Rivian Adventure Gear purchased separately from your vehicle is covered for a period of 2 years.

For further details, exceptions to warranty periods, and exclusions and limitations, see the Adventure Gear Warranty Guide.

### CHARGING EQUIPMENT LIMITED WARRANTY

Warranties for charging equipment 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.