



INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Rivian, LLC  
1026 Jetstream Dr, Orlando, FL 32824  
1-855-RIVIAN5

BAR#:  
EPA#:

| Customer & Vehicle Details        |              |              |                   |                                  | Appointment Details                           |                                       |
|-----------------------------------|--------------|--------------|-------------------|----------------------------------|-----------------------------------------------|---------------------------------------|
| [REDACTED]                        |              |              |                   |                                  | Date/Time Received<br>Mon 09/25/2023 07:10 PM | Ready Date<br>Mon 09/25/2023 07:18 PM |
|                                   |              |              |                   |                                  | Odometer In<br>6,863 Miles                    | Odometer Out<br>6,863 Miles           |
| License Plate<br>N/A              | Year<br>2022 | Model<br>R1T | Trim<br>Adventure | Color<br>Rivian Blue             | Date/Time Promised<br>Tue 09/26/2023 06:00 PM | Service Advisor<br>Leslie Wentz       |
| Order Details                     |              |              |                   |                                  |                                               |                                       |
| Rivian Order Number<br>[REDACTED] |              |              |                   | Customer Reference<br>[REDACTED] |                                               |                                       |

| Service Item(s)                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                              |                                       |               |              |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------------|---------------|--------------|
|                                       | Description Of Work                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                              |                                       |               | Amount (USD) |
| 1<br><br>Technician Initials:<br>D.G. | <b>Concern:</b><br>Customer states they would like the driver side rear suspension replaced.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              |                                       |               |              |
|                                       | <b>Cause:</b><br>- Performed Bodyshop sublet repair to damage left rear suspension.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                              |                                       |               |              |
|                                       | <b>Correction/Remedy:</b><br>- Link, Longitudinal, Rear, Upper, LH (Remove and Replace)<br>- Link, Longitudinal, Rear, Lower, LH (Remove and Replace)<br>- Link, Lateral, Rear, Lower, LH (Remove and Replace)<br>- Link, Toe, Rear, LH (Remove and Replace)<br>- Knuckle, Rear, LH (Remove and Replace)<br>- Damper, Rear, LH (Remove and Replace)<br>- Compressor, Air Suspension (Remove and Replace)<br>- Wheel, Rear, LH (Remove and Replace)<br>- Bracket, Rear Subframe, Toe Link, LH (Remove and Replace)<br>- Bracket, Rear Subframe, Upper Lateral Link, LH (Remove and Replace)<br>- Panel, Underbody, Rear Subframe (Remove and Replace)<br>- Alignment, Four Wheel, Check and Adjust<br>- Collision Sublet Pre/Post Scan Diagnostics |                              |                                       |               |              |
|                                       | <b>Parts:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                              | <b>Quantity:</b>                      | <b>Price:</b> |              |
|                                       | SUBFRAME_RR_TOE_LINK_BRKT_LH<br>Part# PT00123399-A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                              | 1                                     | \$31.58       |              |
|                                       | SUBFRAME_RR_CAMBER_LINK_BRKT<br>Part# PT00123398-B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                              | 1                                     | \$14.71       |              |
|                                       | NUT - M14X2_0 HX FL CL10<br>Part# SC00004340-A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                              | 1                                     | \$5.20        |              |
|                                       | ASSY - TOE LINK; RR<br>Part# PT00001934-G                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                              | 1                                     | \$80.99       |              |
|                                       | BOLT - M10X1_5X50 HX FL WSHR LOCK SPCL<br>CL10_9 R105G<br>Part# SC00006346-B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                              | 1                                     | \$8.28        |              |
|                                       | ASSY - UPR LONGITUDINAL LINK; RR<br>Part# PT00001925-H                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              | 1                                     | \$160.73      |              |
|                                       | GROM - 8_0X20_2X3_0 RND PSH RIV R101<br>Part# SC00009521-A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                              | 5                                     | \$7.95        |              |
| <b>Labor:</b>                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Time (Hours):</b><br>13.2 | <b>Labor Time Cost:</b><br>\$2,640.00 |               |              |
| <b>Pay Type:</b><br>Customer Pay      | <b>Sublet:</b><br>No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Discounts:</b><br>\$0.00  | <b>Tax:</b><br>\$0.00                 |               |              |
| <b>Total Amount:</b><br>\$2,949.44    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                              |                                       |               |              |

Service Center hourly rate: \$200.00 (USD)

|                       |                               |
|-----------------------|-------------------------------|
| Payment               |                               |
| Payment Date          | Mon<br>09/25/2023<br>07:19 PM |
| Total Parts (USD)     | \$309.44                      |
| Total Labor (USD)     | \$2,640.00                    |
| Adjustments           | \$0.00                        |
| <b>Subtotal (USD)</b> | <b>\$2,949.44</b>             |
| Tax (0%)              | \$0.00                        |
| Total Fees (USD)      | \$0.00                        |
| <b>Total Amount</b>   | <b>\$2,949.44</b>             |

# SERVICE WORK ORDER TERMS AND CONDITIONS

All labor performed and parts replaced were necessary to perform repairs. Unless otherwise specified, labor time is billed by the clock hour for actual time spent.

## Service Parts Warranty

All replacement parts installed by Rivian are original new or remanufactured service parts unless stated otherwise. Rivian warrants the original new and remanufactured service parts for 24 months commencing on the date of sale or installation by a Rivian-authorized service entity. The parts replaced under the terms of this warranty shall become the property of Rivian. Tire repairs may void the limited warranty on the tires as determined by the tire manufacturer.

## Replaced Parts

Rivian will retain parts replaced for non warranty repairs for you at your request prior to signing this Work Order. Rivian will make the replaced parts available for your viewing and return them to you only upon your request. Returned parts may be subject to a core charge. Rivian reserves the right to retain parts that may pose health and safety risks or are subject to environmental or hazardous materials regulations.

## Parts Sales

All over the counter sales of parts not installed by a Rivian authorized service entity are final. You agree to indemnify and hold harmless Rivian from and against all claims, damages, losses, and expenses arising out of or resulting from your purchase, installation, resale, transfer, maintenance, distribution or other use of Rivian parts.

## Storage Costs

You will be charged \$75.00 per day in storage charges, or the maximum allowed by law, whichever is less, for each day you fail to pick up your vehicle from Rivian's or Rivian's Service Provider's facilities, beginning one (1) business day after notification that the Services have been completed and the vehicle is available to be picked up.

## Personal Items

You are responsible for removing all valuables, firearms, weapons, and other personal items from your vehicle prior to dropping your vehicle off at a Rivian authorized service facility or having a Rivian technician perform Services on your vehicle. Rivian is not responsible for lost, stolen, or damaged personal items left in your vehicle while performing the Services.

## Privacy

Your vehicle is equipped with connected vehicle technologies that allow Rivian to collect vehicle data as described in Rivian's Data Privacy Notice, which is incorporated herein by reference and is available at [Rivian.com/legal/privacy](https://rivian.com/legal/privacy). Rivian and Rivian's Service Providers may require full access to all vehicle systems and data while performing the Services. Rivian may also require access to video in and around the vehicle, including recordings maintained on the vehicle itself. You are not entitled access to any data or information recorded by the vehicle while Services are being performed, and Rivian may block or delete certain data as part of the standard process of performing Services. You agree that Rivian may collect and use all vehicle and vehicle usage related information in order to perform the Services and as set forth in our Data Privacy Notice. The vehicle is also equipped with an event data recorder (EDR). The main purpose of an EDR is to record data, in certain crash or near crash like situations, such as airbag deployment, speed, seatbelt usage and how various systems in the vehicle were operating. You agree that Rivian may collect and use data from the vehicle's EDR as necessary in order to perform the Services. Please read our Data Privacy Notice carefully to understand Rivian's practices regarding your information and how it will be treated. If you have questions regarding our Data Privacy Notice, you should contact us by email at [privacy@rivian.com](mailto:privacy@rivian.com).

## Mobile Concierge

In the event that either (a) Rivian determines that your vehicle needs to be transported to a Rivian service location to perform the Services described on this Work Order on your vehicle, or (b) you brought your vehicle to a Rivian service location and you request Rivian transport your vehicle to your residence or other location, you hereby authorize Rivian to operate and transport the vehicle subject to the following terms and conditions. Rivian assumes the risk of any loss, theft, damage, or destruction of the vehicle arising from Rivian's or Rivian's Service Provider's operation of, riding in, or driving, the vehicle while the vehicle is in Rivian's possession for the performance of the Services. Rivian will deliver the vehicle to you (or arrange to have the vehicle delivered to you) upon completion of the Services.

## Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins either from the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

## By signing this Work Order you hereby,

- Authorize Rivian, without additional notice, to debit your Rivian Account or charge your selected payment method for the Total Amount listed above upon completion of the Service Requests (as applicable);
- Authorize Rivian personnel, without prior notice and in any manner related to the Service Requests to (i) access or restrict your access to any data on your vehicle or Rivian Account, and (ii) remotely lock, unlock, and operate your vehicle as needed for diagnostic/verification

purposes and to perform the Services;

- Agree that you have reviewed and shall abide by Rivian’s General Terms and Conditions and Rivian’s Service Terms and Conditions, listed at Rivian.com/legal/privacy, (collectively the “Service Terms”) and you agree that such Service Terms are incorporated herein by reference;
- You acknowledge your agreement to be bound by the Arbitration Agreement and Class Action Waiver contained in the Service Terms which requires arbitration on an individual basis to resolve disputes, rather than jury trials or class actions, provided you have not validly opted out of arbitration;
- Agree that you must request any changes to the scope of the Service Requests or any stoppage of work in writing and such request must be accepted in writing by Rivian in order to be effective;
- Agree that Rivian may designate a third party to perform the Service Requests contemplated under this Work Order and agree to reasonably cooperate with such third party as though the Services were provided by Rivian itself;
- Acknowledge your agreement to the AT&T Consumer Service Agreement. You are aware AT&T’s network management practices are available at att.com/broadband;
- Acknowledge that under certain circumstances, Rivian may not be responsible for damage to your vehicle if it is repaired at a Rivian service facility, including damage from wind, hail, fire, or natural disasters; and
- Acknowledge and agree that Rivian is not responsible for any personal items left in your vehicle.

**FOR MARYLAND RESIDENTS:**

**Customer’s Rights**

1. Customer may request a written estimate for repairs which cost in excess of \$25; and
2. Customer may not be charged any amount ten percent in excess of the written estimate without the customer’s consent;
3. Customer is entitled to the return of any replaced parts except when parts are required to be returned to the manufacturer under a warranty agreement; and
4. Repairs not originally authorized by the customer may not be charged to the customer without the customer’s consent.

**Signature (Customer)**

**Date**

**Full Name (Customer)**