



Work Order# WO-000000616869

INVOICE# INV 20240424-115904

Date Issued 4/25/2024

Rivian, LLC
2289 Dabney Rd, Richmond, VA 23230
1 855 RIVIAN5

BAR#:
EPA#: VAR000538678

DELIVERED
delivered at
Thu 04/25/2024 12:44 PM

Customer & Vehicle Details					Appointment Details	
[Redacted]			[Redacted]		Date/Time Received Thu 04/04/2024 08:56 AM	Ready Date Wed 04/24/2024 02:55 PM
[Redacted]			[Redacted]		Odometer In 26,968 Miles	Odometer Out 26,986 Miles
License Plate	Year 2022	Model R1T	Trim Launch Edition	Color El Cap Granite	Date/Time Promised Fri 04/19/2024 06:00 PM	
Other Authorized Person					Service Advisor Brett Lax	
Order Details						
Rivian Order Number 244698552				Customer Reference # C0003Z1DEN		

Service Item(s)																																																										
	Description Of Work	Amount (USD)																																																								
1 Technician Initials: N.S.	Concern: - Customer states: while driving on 03/29/2024 at approx 3:30PM EST they went over a railroad track and they heard a pop and banging noise from the rear and vehicle spun out to the right side of the road. Upon inspecting vehicle the rear LH tire is bent at the axel. Cause: Vehicle got towed in with broken tie rod on left rear. Replace left rear knuckle, tie rod, lower and upper longitudinal link on left rear, left rear hub bearing, wheel speed sensor. New toe link bolts on left and right rear, and lower links on both sides. Re torqued all suspension components in the rear. Replaced all broken/cracked underbody panels. Replaced all damaged wheel liners and fender flares. Performed four wheel alignment and multipoint inspection, test drove the vehicle post repairs. Correction/Remedy: Link, Toe, Rear, LH (Remove and Replace) Knuckle, Rear, LH (Remove and Replace) Rear Suspension Other Labor (0.5 Hours) Flare, Fender, Front, RH (Remove and Replace) Flare, Fender, Rear, RH (Remove and Replace) Underbody Panels Other Labor (1 Hour)	Total Amount: \$0.00																																																								
	<table> <tr> <th>Parts:</th><th>Quantity:</th><th>Price:</th></tr> <tr> <td>ASSY UPR LONGITUDINAL LINK; RR Part# C100001925 H</td><td>1</td><td>\$0.00</td></tr> <tr> <td>ASSY - LWR LONGITUDINAL LINK; RR Part# PT00001913-H</td><td>1</td><td>\$0.00</td></tr> <tr> <td>ASSY TOE LINK; RR Part# PT00001934 G</td><td>1</td><td>\$0.00</td></tr> <tr> <td>WHEEL SPEED SENSOR Part# PT00052788 D</td><td>1</td><td>\$0.00</td></tr> <tr> <td>HUB BEARING -WHEEL; RR; 34T Part# PT00056281-D</td><td>1</td><td>\$0.00</td></tr> <tr> <td>NUT M14X2 0 HX FL CL10 Part# SC00004340 A</td><td>2</td><td>\$0.00</td></tr> <tr> <td>BOLT - M12X1_25X50 HX FL CL10_9 R107G Part# SC00006315-A</td><td>4</td><td>\$0.00</td></tr> <tr> <td>BOLT - M6X1_0X12 BTN FL TI SS ADH R101 Part# SC00007609-A</td><td>1</td><td>\$0.00</td></tr> <tr> <td>BOLT M14X2 0X70 25 HX FL PRT MAT CL10 9 R107G Part# SC00008107 A</td><td>5</td><td>\$0.00</td></tr> <tr> <td>ASY_FENDER_FLARE_FR_W_CAM_RH Part# PT00015993-M</td><td>1</td><td>\$0.00</td></tr> <tr> <td>ASY_FENDER_FLARE_RR_RH Part# PT00002137-H</td><td>1</td><td>\$0.00</td></tr> <tr> <td>TIRE SPAT FRT; RH SHARED Part# PT00000389 J</td><td>1</td><td>\$0.00</td></tr> <tr> <td>RR_ACCESS_PANEL_TOW_HITCH_R1T Part# PT00002191-G</td><td>1</td><td>\$0.00</td></tr> <tr> <td>FASCIA_LOWER_CTR Part# PT00015376-B</td><td>1</td><td>\$0.00</td></tr> <tr> <td>ASY FENDER FLARE FR AIRVENT INNER RH Part# PT00015743 G</td><td>1</td><td>\$0.00</td></tr> <tr> <td>ASY_CARTRIDGE_FNDR_AIR_CURTAIN_RH Part# PT00029639-H</td><td>1</td><td>\$0.00</td></tr> <tr> <td>ASSY PANEL - UNDERBODY BATTERY; SD; CENTER; LH R1 COMMON Part# PT00046991-D</td><td>1</td><td>\$0.00</td></tr> <tr> <td>ASSY PANEL UNDERBODY BATTERY; SD; CENTER; RH R1 COMMON</td><td>1</td><td>\$0.00</td></tr> </table>	Parts:	Quantity:	Price:	ASSY UPR LONGITUDINAL LINK; RR Part# C100001925 H	1	\$0.00	ASSY - LWR LONGITUDINAL LINK; RR Part# PT00001913-H	1	\$0.00	ASSY TOE LINK; RR Part# PT00001934 G	1	\$0.00	WHEEL SPEED SENSOR Part# PT00052788 D	1	\$0.00	HUB BEARING -WHEEL; RR; 34T Part# PT00056281-D	1	\$0.00	NUT M14X2 0 HX FL CL10 Part# SC00004340 A	2	\$0.00	BOLT - M12X1_25X50 HX FL CL10_9 R107G Part# SC00006315-A	4	\$0.00	BOLT - M6X1_0X12 BTN FL TI SS ADH R101 Part# SC00007609-A	1	\$0.00	BOLT M14X2 0X70 25 HX FL PRT MAT CL10 9 R107G Part# SC00008107 A	5	\$0.00	ASY_FENDER_FLARE_FR_W_CAM_RH Part# PT00015993-M	1	\$0.00	ASY_FENDER_FLARE_RR_RH Part# PT00002137-H	1	\$0.00	TIRE SPAT FRT; RH SHARED Part# PT00000389 J	1	\$0.00	RR_ACCESS_PANEL_TOW_HITCH_R1T Part# PT00002191-G	1	\$0.00	FASCIA_LOWER_CTR Part# PT00015376-B	1	\$0.00	ASY FENDER FLARE FR AIRVENT INNER RH Part# PT00015743 G	1	\$0.00	ASY_CARTRIDGE_FNDR_AIR_CURTAIN_RH Part# PT00029639-H	1	\$0.00	ASSY PANEL - UNDERBODY BATTERY; SD; CENTER; LH R1 COMMON Part# PT00046991-D	1	\$0.00	ASSY PANEL UNDERBODY BATTERY; SD; CENTER; RH R1 COMMON	1	\$0.00
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	Parts: Part# PT00046992-D ASSY PANEL - UNDERBODY BATTERY; SD; RR; RH R1T 1 \$0.00 Part# PT00046995-E ASSY WHEEL LINER UPPER FRT; LH R1 COMMON 1 \$0.00 Part# PT00112294 H ASSY WHEEL LINER UPPER - FRT; RH R1 COMMON 1 \$0.00 Part# PT00112296-H ASSY WHEEL LINER - RR; LH R1T 1 \$0.00 Part# PT00112298-D PANEL UNDERBODY SUBFRAME; OFF ROAD; FRT 1 \$0.00 Part# PT00550775 A Labor: Time (Hours): 3.4 hr* Labor Time Cost: \$0.00 Pay Type: Warranty Sublet: No Discounts: \$0.00 Tax: \$0.00 <i>*Overlapping labor time removed</i>	
2 Technician Initials: B.L.	Concern: Cause: - Ingress tow Correction/Remedy: - Towing Base Charge - Towing Mileage Charge Labor: Time (Hours): 0 hr* Labor Time Cost: \$0.00 Pay Type: Warranty Sublet: No Discounts: \$0.00 Tax: \$0.00 <i>*Overlapping labor time removed</i>	Total Amount: \$0.00
3 Technician Initials: D.B.	Concern: The customer states wind noise is present when driving at highway speeds. The customer states this wind noise is originating from the driver's side front A pillar. The customer states this was first observed on 03/16/24. Cause: - Verified that there is wind noise, found roof applique not flush to the windshield. replaced it with new roof applique and test drove again. Correction/Remedy: - Applique, Roof, Front (Remove and Replace) - Noise Vibration and Harshness General Diagnostic - Sublet, Collision Center Parts: PRIME-ASY_APPLIQUE_ROOF_FRT 1 \$0.00 Part# PT00011990-H-013	Total Amount: \$0.00

	Labor:	Time (Hours):	Labor Time Cost:	
		3 hr*	\$0.00	
	Pay Type:	Sublet:	Discounts:	Tax:
	Warranty	No	\$0.00	\$0.00
	<i>*Overlapping labor time removed</i>			
4	Concern: Customer requests Comprehensive Inspection			
Technician Initials: N.S.	Cause: - Inspected tires, tire PSI, all brake pads and rotors, wipers and their operation, all fluids and topped off washer fluid. Also inspected all cameras, windows, floor mats, made sure suspension is good and operates as designed. Checked front and rear drive unit and all axles make sure they good.			
	Correction/Remedy: Comprehensive Inspection Labor Code: 983273013 1.2 hr* \$240.00 Goodwill provided in the interest of customer satisfaction for a non warrantable concern. Labor Code: 998000000 0 hr* \$0.00			
	Labor:	Time (Hours):	Labor Time Cost:	
		1.2 hr*	\$480.00	
	Pay Type:	Sublet:	Discounts:	Tax:
	Customer Pay	No	-\$240.00	\$0.00
	<i>*Overlapping labor time removed</i>			Total Amount: \$0.00

Service Center hourly rate: \$200.00 (USD)

Total Parts (USD)	\$0.00
Total Labor (USD)	\$240.00
Adjustments	\$240.00
Subtotal (USD)	\$0.00
Tax (0%)	\$0.00
Total Fees (USD)	\$0.00
Total Amount	\$0.00

SERVICE WORK ORDER TERMS AND CONDITIONS

This Work Order represents all labor and parts necessary to perform Services on your vehicle.

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. Rivian and Rivian's Service Providers may require full access to all vehicle systems and data while performing the Services, and may enable vehicle connectivity (including Wi Fi), as needed. Rivian may also require access to vehicle video and data in and around the vehicle, including recordings, logs, and data maintained on the vehicle itself.. 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.

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 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.

FOR FLORIDA RESIDENTS

Mandated Charges

1. If your Work Order includes the sale of new tires, F.S. 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.
2. If your Work Order includes the sale of a new or remanufactured battery, F.S. 403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

Miscellaneous Charges

Rivian does not charge for making repair price estimates. Additionally, Rivian does not charge separately for shop supplies or for hazardous/other waste removal.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COST DOES NOT EXCEED \$_____.

\$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED _____ DATE _____

By signing this Work Order, you

- 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/, (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) _____