



Work Order# WO-000000749127

INVOICE# INV 20240808-191934

Date Issued 8/8/2024

Rivian, LLC

740 North Five Mile Road, Boise, ID 83704

1 855 RIVIAN5

BAR#:

EPA#:

DELIVERED

delivered at

Thu 08/08/2024 01:57 PM

Customer & Vehicle Details

[REDACTED]		[REDACTED]		[REDACTED]
[REDACTED]		[REDACTED]		
License Plate na	Year 2022	Model R1T	Trim Launch Edition	Color Limestone
Other Authorized Person				

Appointment Details

Date/Time Received Mon 07/01/2024 09:05 AM	Ready Date Thu 08/08/2024 01:56 PM
Odometer In 37,161 Miles	Odometer Out 37,174 Miles
Date/Time Promised Fri 07/12/2024 12:00 AM	
Service Advisor Drew Torrey	

Order Details

Rivian Order Number 246104866	Customer Reference # C00040US09
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Service Item(s)					Amount (USD)
1 Technician Initials: N.C.	Description Of Work				Total Amount: \$0.00
	Concern: - During ingress tow to service center, run channel cladding on driver door came loose and fell off.				
	Cause: Inspected and found cladding compromised. Replaced driver front door run channel seal cladding.				
	Correction/Remedy: Cladding, Glass Run Channel, Front, LH (Remove and Replace) Exterior Trim General Diagnostic				
	Parts: GLASS RUN CLADDING FD LH Part# PT00018090 D		Quantity: 1	Price: \$0.00	
	Labor:		Time (Hours): 0.6 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: N.C.	Description Of Work			
Concern: - Courtesy Inspection					
Cause: Performed courtesy inspection. Set tire pressure to manufacturer specifications: 48 psi. Vehicle needs rear tires. Inspected windshield for chips and cracks. None found. Verified correct operation of surround view camera, seat belts, horn, all closures, lighting, steering operation, and windshield washers. All operating as designed. Checked for any telltales or warnings on drivers display. None found.					
Correction/Remedy: Courtesy Inspection Labor Code: 983275013 0.2 hr* \$40.00					
Labor:		Time (Hours): 0.2 hr*	Labor Time Cost: \$80.00		
Pay Type: Customer Pay		Sublet: No	Discounts: \$40.00	Tax: \$0.00	
<i>*Overlapping labor time removed</i>					
3 Technician Initials: N.C.		Description Of Work			
	Concern: - Two rear Tires.				
	Cause: Inspected tires and found rear tires worn past wear bars. Replaced both rear tires. Moved new tires to front axle. Verified correct operation of TPMS.				
	Correction/Remedy: Tires, Rear, Set of 2 (Remove and Replace) Labor Code: 224011610 0.8 hr* \$160.00 Goodwill provided in the interest of customer satisfaction for a non warrantable concern. Labor Code: 998000000 0 hr* \$0.00				

	Parts: TIRE 275 65 R20 ALL TERRAIN Part# PT00041853 A Quantity: 2 Price: \$904.00 Labor: Time (Hours): 0.8 hr* Labor Time Cost: \$320.00 Pay Type: Customer Pay Sublet: No Discounts: -\$1,064.00 Tax: \$0.00 <i>*Overlapping labor time removed</i>	
4 Technician Initials: D.T.	Concern: **OPERABLE VEHICLE TRANSPORT REQUEST** Owner Name & Phone Number: Kevin Mills Model: Rivian R1T 8,532 VIN: 7FCTGAAL8NN003899 PICKUP DATE: 08/08 PICKUP LOCATION: 740 N Five Mile R. Boise Idaho 83713 PICKUP CONTACT: Drew Torrey PICK UP SURROUNDING ENVIRONMENT: Business parking lot DROP OFF LOCATION: 460 N Wilbur Ave, Walla Walla, WA 99362 DROP OFF CONTACT: Kevin Mills 206 992 4482 DROP OFF SURROUNDING ENVIRONMENT : Business parking lot DATE OF SERVICE:08/08 TRANSPORT TYPE: 22 (Egress request) RIVIAN GOODWILL APPROVER: SC: Boise Jeff Mekus ASSOCIATED SERVICE CENTER: ID Boise 8134 SPECIAL INSTRUCTIONS / DROP OFF INSTRUCTIONS: Vehicle Pickup and Drop off Instructions Pickup Details: Location: 740 N Five Mile Rd, Boise, Idaho 83713 Time: Morning of 08/08 Drop off Details: Location: 460 N Wilbur Ave, Walla Walla, WA 99362 Notes: The customer will not be present. The customer can be called but may not answer. The driver should drop the vehicle near the other Rivian (VIN: 7PDSGABAXPN019497) and lock the keys inside. Key Retrieval Instructions: Call the SSOC at 1 855 Rivian5 (1 855 748 4265). Request to remotely unlock Rivian Internal VIN 7PDSGABAXPN019497. Open the front trunk and retrieve the key. Final Drop off: Location: 620 116th Ave. NE, Bellevue, WA 98004 (Rivian Bellevue Service Center) Cause: - Goodwill Egress Tow. Correction/Remedy: Towing Base Charge Labor Code: 985420017 0 hr* \$0.00 Towing Mileage Charge Labor Code: 985420517 0 hr* \$0.00 Labor: Time (Hours): 0 hr* Labor Time Cost: \$0.00 Pay Type: Customer Pay Sublet: No Discounts: \$0.00 Tax: \$0.00 <i>*Overlapping labor time removed</i>	Total Amount: \$0.00
5 Technician Initials: D.A.	Concern: During vehicle inspection, found front subframe causing clicking noise. Cause: - After repairing rear suspension, road tested vehicle and found clicking noise coming from front suspension area. Found noise occurred when turning steering wheel back and forth at very low speed. Inspected control arms and ball joints. Did not find any excessive wear or damage. Inspected subframe for any visibly cracks. None found. Checked all subframe mounting bolts for proper torque and road tested again. Clicking still occurring. Performed retrofit of generation 2 subframe. Performed vehicle alignment. Road tested and verified clicking noise no longer occurring. Correction/Remedy: Suspension General Diagnostic Subframe, Front, 2nd Generation (Retrofit) Test Drive, 30 Minutes	Total Amount: \$0.00

Parts:	Quantity:	Price:
ECCENTRIC BOLT M16 2 0x120 25; G10 9; HEX FLANGE; EXTERNAL DRIVE Part# PT00001861 E	4	\$0.00
ECCENTRIC WASHER - M16; G10_9 Part# PT00018809-A	4	\$0.00
Wheel_Arch_WSS_FR_LH Part# PT00048097-F	1	\$0.00
Wheel Arch WSS FR RH Part# PT00048098 G	1	\$0.00
WHEEL SPEED SENSOR Part# PT00052788-D	2	\$0.00
FR RH BRAKE HOSE BRACKET Part# PT00084363-C	1	\$0.00
FR LH BRAKE HOSE BRACKET Part# PT00084364 C	1	\$0.00
Coolant Filter Bracket Assembly Part# PT00264732-A	1	\$0.00
KNUCKLE FR LH Part# PT00415632 D	1	\$0.00
KNUCKLE FR RH Part# PT00415633 D	1	\$0.00
ASSY - LWR CONTROL ARM; FRT; LH Part# PT00415634-B	1	\$0.00
ASSY LWR CONTROL ARM; FRT; RH Part# PT00415636 B	1	\$0.00
BRKT PUMP;COOLANT Part# PT00505818 B	2	\$0.00
BRACKET; BRAKE ESP UNIT; CONDOR Part# PT00564663-D	1	\$0.00
SUBFRAME FR GEN2 Part# PT00748804 H	1	\$0.00
Surrogate for SC00006385 A Part# PT01224954 A	2	\$0.00
BOLT - M14X1_5X50 HX FL PIL CL10_9 Part# SC00004333-A	4	\$0.00
BOLT M12X1 25X50 HX FL CL10 9 R107G Part# SC00006315 A	8	\$0.00
BOLT M10X1 5X50 HX FL WSHR LOCK SPCL CL10 9 R105G Part# SC00006346 B	4	\$0.00
BOLT - M6X1_0X18 HX WSHR FL ADH CL10_9 R105G Part# SC00006443-A	2	\$0.00
BOLT M12X1 75X100 HX FL PRT CL10 9 R107G Part# SC00006449 A	2	\$0.00
NUT M16X1 5 HX FL ADH CL10 R107G Part# SC00006950 A	2	\$0.00
NUT - M16X2_0 HX FL ADH CL10 R107G Part# SC00006990-A	8	\$0.00
BOLT M6X1 0X47 45 HX WSHR FL MAT CL8 8 R105C Part# SC00007386 A	2	\$0.00
BOLT - M12X1_75X64 HX FL PIL CL10_9 R107G Part# SC00007509-A	3	\$0.00
BOLT - M12X1_75X54 HX FL PRT PIL ADH CL10_9 R107G Part# SC00007619-A	4	\$0.00
BOLT M10X1 5X33 HX FL LRG PIL ADH CL10 9 R112	1	\$0.00

	Parts: Part# SC00014144-A BOLT - M8X1_25X25 HX FL SHLD CL8_8 R105G Part# SC00022985-A NUT M14X1 5 HX FL PTM CL10 R107G Part# SC00023721 A Labor: Pay Type: Warranty Sublet: No Quantity: 3 4 Time (Hours): 8.3 hr* Price: \$0.00 \$0.00 Labor Time Cost: \$0.00 Discounts: \$0.00 Tax: \$0.00 <i>*Overlapping labor time removed</i>	
6	Concern: Technician Initials: D.T. 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
7	Concern: Customer states: the rear left side bolt broke off after going over a bump, customer stated this bolt cut in half. stated that this can be connected to the control arm. customer stated once this happened they skid and could not control and stopped then towed it right after. this happened on 06/21/2024 10:30 AM Owner called back 06/24/2024 19:42 ET and stated this was a safety concern. Cause: - Compromised suspension mounting hardware Correction/Remedy: - Suspension General Diagnostic - Link, Lateral, Rear, Upper, LH (Remove and Replace) - Link, Lateral, Rear, Upper, RH (Remove and Replace) - Link, Toe, Rear, LH (Remove and Replace) - Link, Toe, Rear, RH (Remove and Replace) - Knuckle, Rear, LH (Remove and Replace) - Damper, Rear, LH (Remove and Replace) - Air Suspension Other Labor (1 Hour) - Lines, Jounce, Hydraulic Suspension, Rear, RH (Remove and Replace) - Liner, Wheel, Rear, LH (Remove and Replace) - Alignment, Four Wheel, Check and Adjust Parts: ASSY - UPR LATERAL LINK; RR Part# PT00001912-G ASSY TOE LINK; RR Quantity: 1 1 Price: \$0.00 \$0.00	Total Amount: \$0.00

Parts:	Quantity:	Price:
Part# PT00001934-G		
ECCENTRIC WASHER - M14; G10_9	2	\$0.00
Part# PT00018807-A		
ECCENTRIC BOLT M14 2 0x84 5; G10 9; HEX FLANGE; EXTERNAL DRIVE	2	\$0.00
Part# PT00018808 C		
BOLT - M14X2_0X100 HX FL PIL CL10_9	3	\$0.00
Part# SC00002059-A		
BOLT - M16X2_0X110 HX FL PIL CL10_9	2	\$0.00
Part# SC00002063-A		
NUT M16X2 0 HX FL CL10	2	\$0.00
Part# SC00004337 A		
NUT - M14X2_0 HX FL CL10	5	\$0.00
Part# SC00004340-A		
BOLT - M16X2_0X125 HX FL PRT CL10_9 R107G	4	\$0.00
Part# SC00007209-A		
BOLT M16X2 0X130 HX FL PRT CL10 9 R107G	2	\$0.00
Part# SC00007210 A		
BOLT - M16X2_0X100 HX FL PRT CL10_9 R107G	2	\$0.00
Part# SC00008076-A		
BOLT M14X2 0X70 25 HX FL PRT MAT CL10 9 R107G	2	\$0.00
Part# SC00008107 A		
HARNESS WHEEL ARCH RR LH	1	\$0.00
Part# PT00000588 L		
SHIELD - DUST; RR; LH	1	\$0.00
Part# PT00000731-G		
ASSY KNUCKLE; RR; LH	1	\$0.00
Part# PT00001891 H		
ASSY UPR LATERAL LINK; RR	1	\$0.00
Part# PT00001912 G		
ASSY - TOE LINK; RR	1	\$0.00
Part# PT00001934-G		
ECCENTRIC WASHER M14; G10 9	2	\$0.00
Part# PT00018807 A		
ECCENTRIC BOLT M14 2 0x84 5; G10 9; HEX FLANGE; EXTERNAL DRIVE	2	\$0.00
Part# PT00018808 C		
HUB BEARING -WHEEL; RR; 34T	1	\$0.00
Part# PT00056281-C		
BOLT M14X2 0X100 HX FL PIL CL10 9	1	\$0.00
Part# SC00002059 A		
NUT M14X2 0 HX FL CL10	3	\$0.00
Part# SC00004340 A		
BOLT - M12X1_25X50 HX FL CL10_9 R107G	4	\$0.00
Part# SC00006315-A		
BOLT M10X1 5X50 HX FL WSHR LOCK SPCL CL10 9 R105G	1	\$0.00
Part# SC00006346 B		
BOLT M14X2 0X50 HX FL PRT ADH CL10 9 R107G	2	\$0.00
Part# SC00007004 A		
SCREW - ST4_2X1_41X19 BTN FL WSHR FL TI R105B	6	\$0.00
Part# SC00008002-A		
BOLT M14X2 0X70 25 HX FL PRT MAT CL10 9 R107G	2	\$0.00
Part# SC00008107 A		
BOLT - M6X1_0X30_0 PN TP WSHR FL MPS NYL CL8_8 R105B	4	\$0.00
Part# SC00013902-A		

Parts:		Quantity:	Price:
SCREW ST4 2X1 41X19 PN TP WSHR FL TAP R105B Part# SC00013991 A		8	\$0.00
BOLT - M6X1_0X20_45 HX WSHR FL NYL CL10_9 R105B Part# SC00014063-A		5	\$0.00
BOLT - M6X1_0X19_45 PN TP WSHR FL MPS NYL CL10_9 R105B Part# SC00022900-A		6	\$0.00
ASSY DAMPER; RR; LH Part# C200001904 H		1	\$0.00
HYDRAULIC FLUID - DAMPER SYSTEM Part# PT00030830-A		4	\$0.00
JOUNCE LINE BUNDLE RR L - HYDRAULIC LINES Part# PT00299403-A		1	\$0.00
STEM O RING HYDRAULIC LINES Part# PT00808259 A		2	\$0.00
O-RING-SPACER - HYDRAULIC LINES Part# PT00808260-A		2	\$0.00
ASSY WHEEL LINER RR; LH R1T Part# PT00112298 D		1	\$0.00
Labor:		Time (Hours):	Labor Time Cost:
		8.2000000000000001 hr*	\$0.00
Pay Type: Warranty	Sublet: No	Discounts: \$0.00	Tax: \$0.00
<i>*Overlapping labor time removed</i>			

Service Center hourly rate: \$200.00 (USD)

Total Parts (USD)	\$904.00
Total Labor (USD)	\$200.00
Adjustments	-\$1,104.00
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) _____