



Work Order# WO-000000671427
INVOICE# INV_20240611-192722
Date Issued 7/22/2024

Rivian, LLC
16 McKee Drive, Mahwah, NJ 07430
1-855-RIVIAN5

BAR#:
EPA#:

DELIVERED
delivered at
Mon 07/22/2024 12:43 PM

Customer & Vehicle Details					Appointment Details	
License Plate Z83UKX	Year 2024	Model R1S	Trim Adventure	Color Forest Green	Date/Time Received Mon 07/22/2024 11:03 AM	Ready Date Mon 07/22/2024 12:41 PM
Other Authorized Person					Odometer In 5,252 Miles	Odometer Out 5,259 Miles
					Date/Time Promised Mon 07/22/2024 06:00 PM	
					Service Advisor Not assigned	
Order Details						
Rivian Order Number 246897365				Customer Reference # C00040IDJH		

Service Item(s)					
	Description Of Work				Amount (USD)
1	Concern: - Customer states: • I have occasionally noticed when we press the button to open the trunk. it starts to open a little bit, and then immediately closes. Cause: - Confirmed customer's concern, found that lift gate would intermittently open and then immediately close. Performed lift gate adjustment to remedy the issue. After adjustment was performed, function tested opening and closing operation, lift gate opening and closing as designed, no longer binding or closing on its own. Correction/Remedy: - Liftgate, Upper (Adjust) - Liftgate, Lower (Adjust) Labor: Time (Hours): 2 hr* Labor Time Cost: \$0.00 Pay Type: Warranty Sublet: No Discounts: \$0.00 Tax: \$0.00				Total Amount: \$0.00
	<i>*Overlapping labor time removed</i>				
2	Concern: - Customer States: On 6/8/2024, the first time they used the 3rd row seats, the 3rd row gap hider seemed to be binding up and causing resistance when putting the seats up-right. The seats were able to reach their fully up right position but when the seats were put back flat, the gap hider is no longer secure, and they're unable to get it to lock back in place This first occurred 6/8/2024 Cause: - Confirmed customer's concern. The felt trim piece that covers the 3rd row seat rails has a few broken clips and the spring retainer is also faulty. Customer informed that parts need to be ordered and will be installed upon arrival. Correction/Remedy: - Gap Hider, 3rd Row Seat (Remove and Replace) Labor: Time (Hours): 0.1 hr* Labor Time Cost: \$0.00 Pay Type: Warranty Sublet: No Discounts: \$0.00 Tax: \$0.00				Total Amount: \$0.00
	<i>*Overlapping labor time removed</i>				

3 Technician Initials: R.C.	Concern: - Customer states: • Front Passenger Door Creaky Cause: - Confirmed customer's concern, slight creaking noise heard when opening and closing R/F door. Performed slight door adjustment to correct gap clearance. Also torqued down bracket bolts, as they were found to be slightly loose, causing subtle up and down movement of the door when opened and closed. Function tested door operation, working as designed. Correction/Remedy: - Door Assembly, Front, RH (Adjust) - Noise Vibration and Harshness General Diagnostic Labor: Time (Hours): 1.5 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
4 Technician Initials: R.C.	Concern: - Courtesy Inspection Cause: - Performed courtesy inspection and tire inflation service. Adjusted all tire pressures to: Tire Pressure (psi) - Left Front : 48 Tire Pressure (psi) - Left Rear: 48 Tire Pressure (psi) - Right Rear: 48 Tire Pressure (psi) - Right Front: 48 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>	Total Amount: \$0.00
5 Technician Initials: R.C.	Concern: - The customer states that the LH instrument panel speaker cover had a tiny ding when it was delivered. The consumer stated that the damage might have happened since their windshield was replaced before delivery Cause: - Confirmed dent damage on L/F dashboard speaker grille. Part will be installed upon arrival. Customer notified. Correction/Remedy: - Cover, Speaker, Instrument Panel, LH (Remove and Replace) Labor: Time (Hours): 1 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

6 Technician Initials: R.C.	Concern: - Customer states that after approximately two months of ownership there is a musky smell coming from the HVAC system and the air circulating is humid. Customer states they typically leave their vehicle HVAC set to Auto, and have it set to the high 60s in temp. Customer has noticed that if they set their AC to a super low temp, the smell will dissipate, but once the ambient temperature gets close to the set temp, the smell returns. Customer states this happens in all weather conditions, and can be replicated by turning the AC on. Cause: - Confirmed musty smell coming from vents when A/C is operating. Upon further inspection, found smell coming from cabin air filter. A/C system is draining externally, as designed. Removed and replace cabin air filter, cycled through A/C system functions, smell no longer present. Correction/Remedy: - Filter, Air, Cabin (Remove and Replace) - Interior General Diagnostic				
	Parts: FILTER - AIR; CABIN Part# PT00001843-E		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	
	*Overlapping labor time removed				
	Total Amount: \$0.00				

Service Center hourly rate: \$200.00 (USD)

Total Parts (USD)	\$0.00
Total Labor (USD)	\$40.00
Adjustments	-\$40.00
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) _____