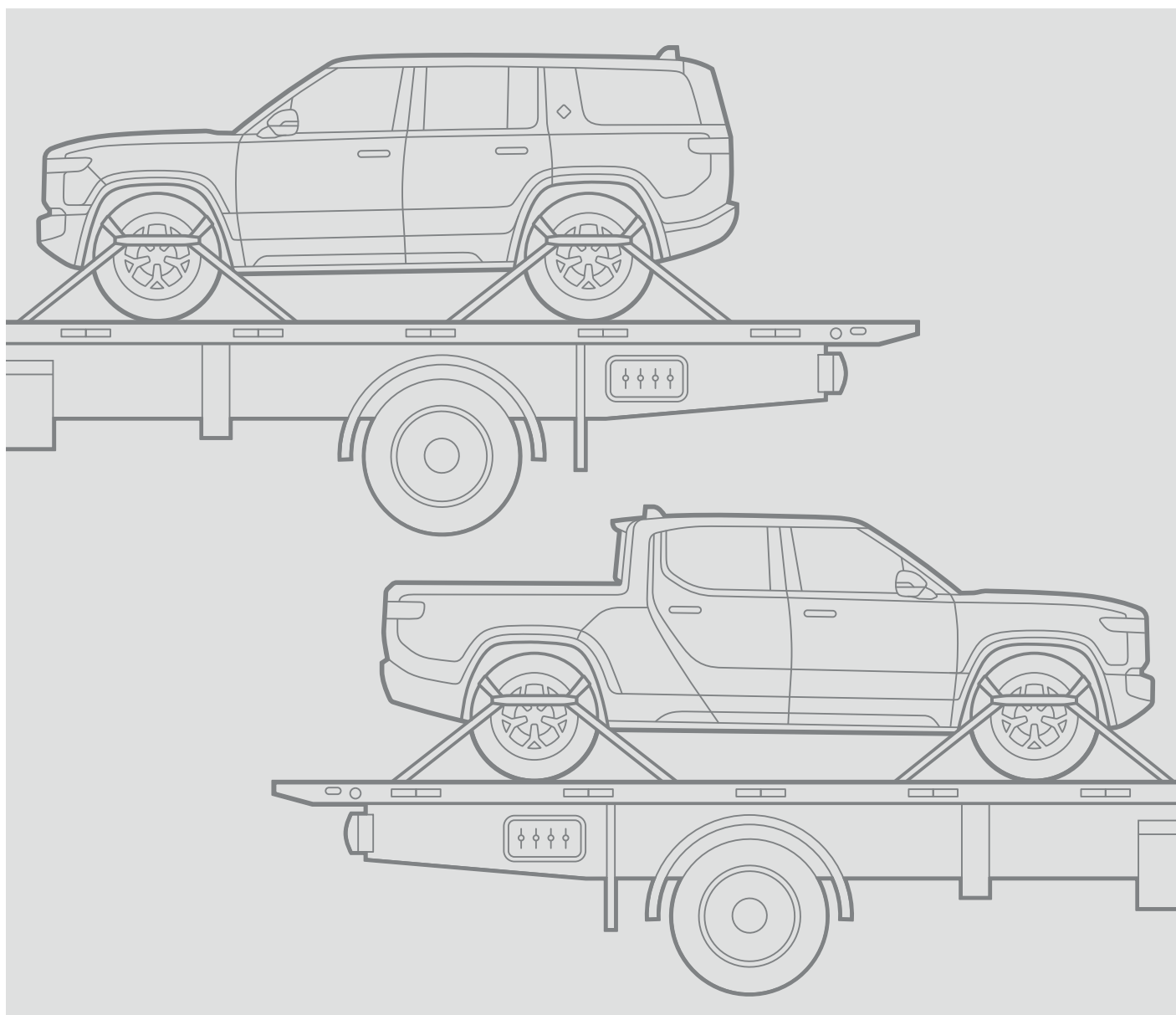


R1T + R1S

Tow Operator Guide





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Transport the Vehicle



Only transport Rivian vehicles on a flatbed tow truck. To prevent damage, don't tow the vehicle behind another vehicle or with two wheels on the ground.

PREPARE THE VEHICLE FOR TOWING

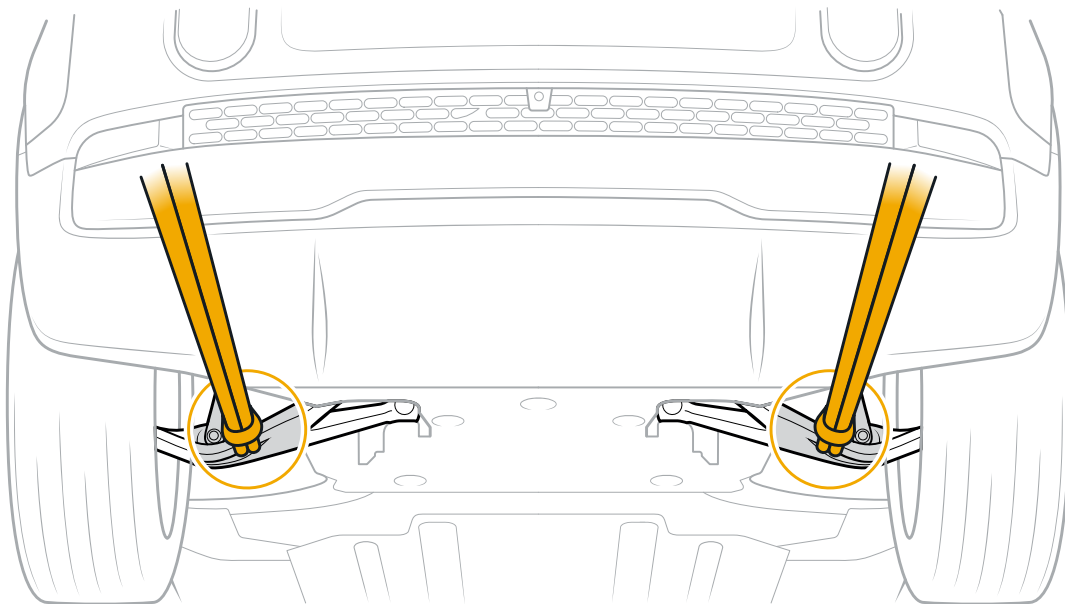
Follow these steps to tow the vehicle:

1. Ensure the front wheels face forward and are parallel with the vehicle.



To prevent damage, don't use J-hooks to connect to any suspension components.

2. Connect the vehicle to the tow truck winch with a nylon bridle or short endless loops through the lower control arms.



3. Press and hold the brake pedal.
4. Go to the **Settings** menu on the center display.
5. Choose **Vehicle**. Then choose **Service**.

6. Turn on **Park brake release**.

NOTE

The park brake release will turn off after 15 minutes. You can also turn it off by putting the vehicle in **Park** or turning off **Park brake release** in the **Settings** menu in the center display.

7. Release the brake pedal and confirm release of the electronic parking brake.

You can now [load the vehicle](#) onto the tow truck.

LIFT THE REAR WHEELS

If you can't release the electronic park brake, you can load the vehicle onto the tow truck by lifting the rear wheels.

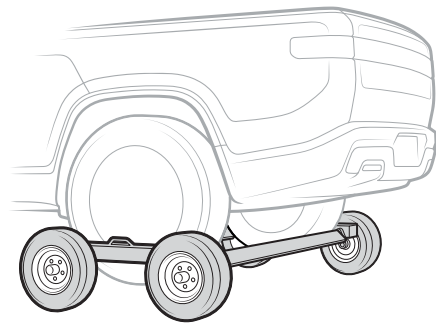
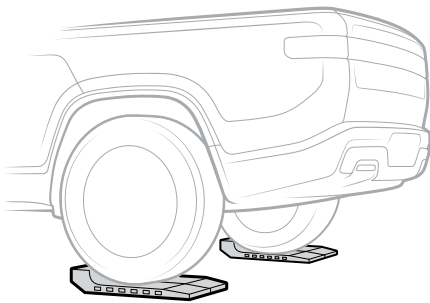


DANGER

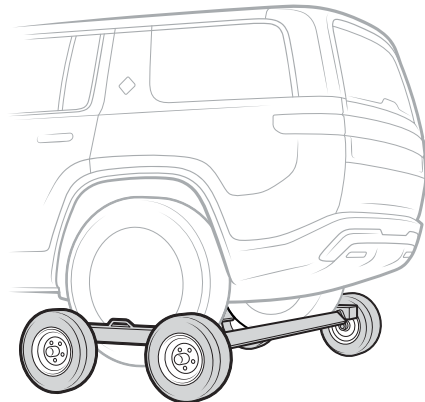
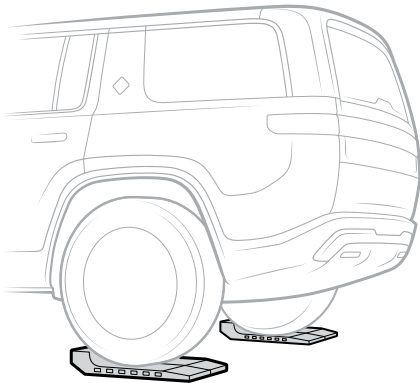
When the rear wheels are lifted, the front wheels can roll. Make sure to secure the vehicle and connect to the tow truck before lifting the rear wheels.

1. Chock the front wheels to secure the vehicle.
2. Connect the vehicle to the tow truck using an endless loop through the front control arms or rear axle.
3. Lift the rear wheels using skates, a dolly, or a tow truck wheel lift.

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4. With the rear wheels off the ground, position the vehicle for loading onto the tow truck bed.

You can now [load the vehicle](#) onto the tow truck.

LOAD THE VEHICLE ONTO THE TOW TRUCK

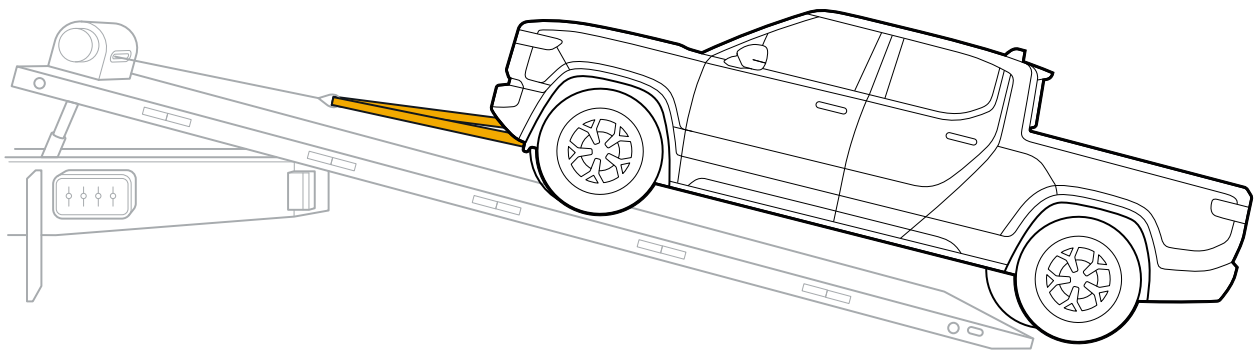
Follow these steps to load the vehicle onto a flatbed tow truck:

1. Ensure the **Park brake release** is turned on.
2. Remove the wheel chocks.
3. Use the tow truck winch to pull the vehicle onto the tow truck bed.
4. Pull at 5 mph (8 km/h) or less to prevent damage to the drive train.

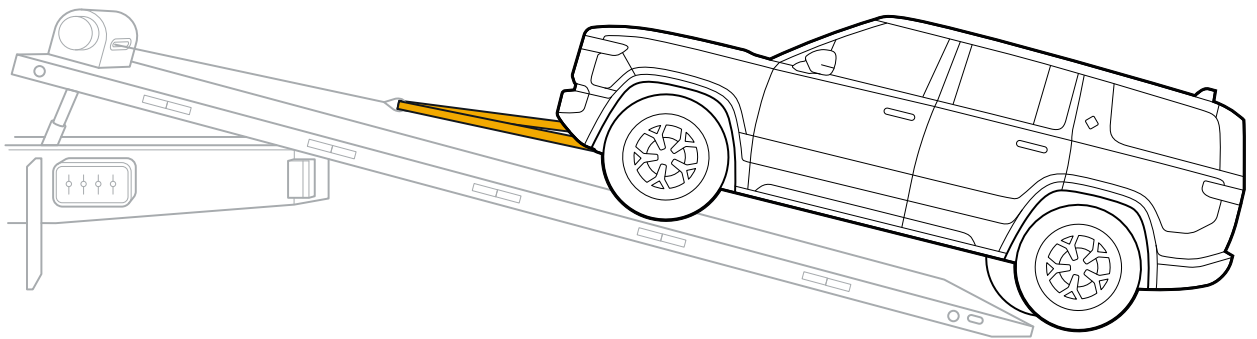
NOTE

If you pull too fast, the vehicle will stop and return to **Park**.

R1T

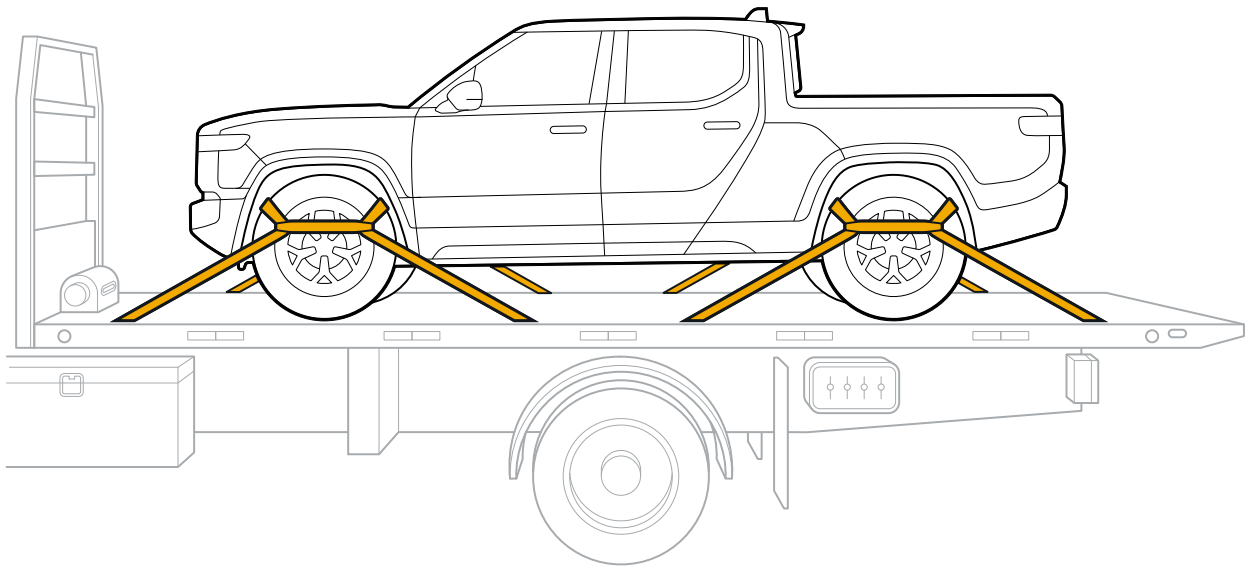


R1S

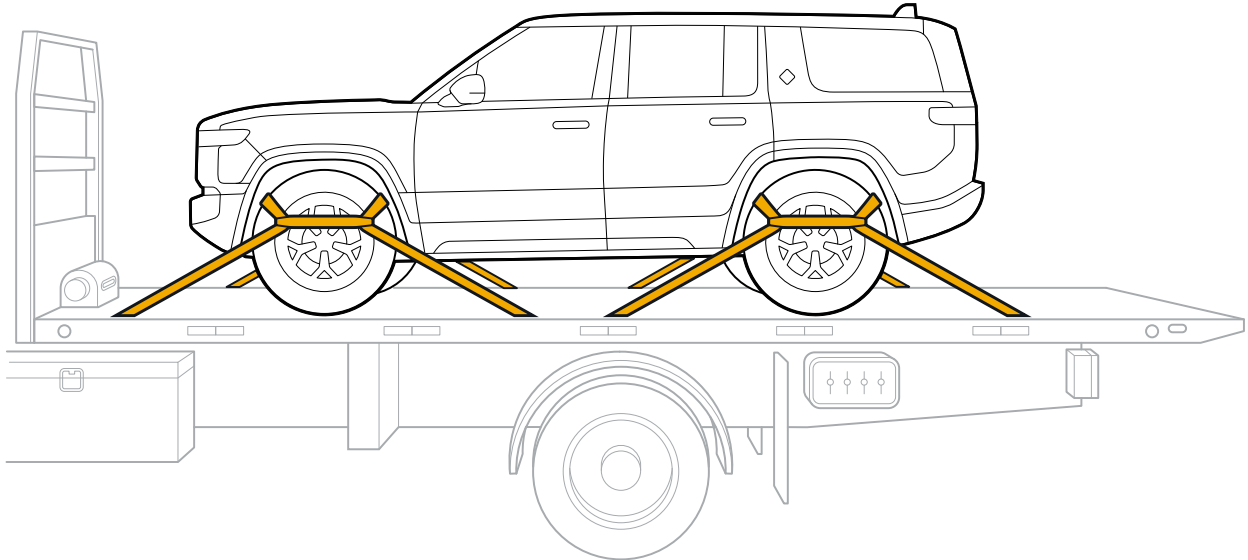


5. Tie down the vehicle using eight-point retention straps with two points of contact per corner.

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To prevent damage, ensure the straps don't contact the brake lines or suspension components behind the tire.

6. Put the vehicle into **Park**.
7. Go to **Drive Modes** in the center display. Choose **Sport** or **Conserve**. Then choose **Lowest** under **Ride Height**.

Install the Tire Jack



WARNING

- Don't service the vehicle on a narrow shoulder, near oncoming traffic, or on soft terrain.
- Ensure the surface is flat, firm, and high-friction.
- Don't install the tire jack over a grate or manhole cover.



CAUTION

The Rivian-supplied tire jack should only be used for roadside emergencies to change a flat or damaged tire on a Rivian vehicle. Contact [Rivian Service](#) for other types of repairs.

Use the tire jack to lift the vehicle as follows:

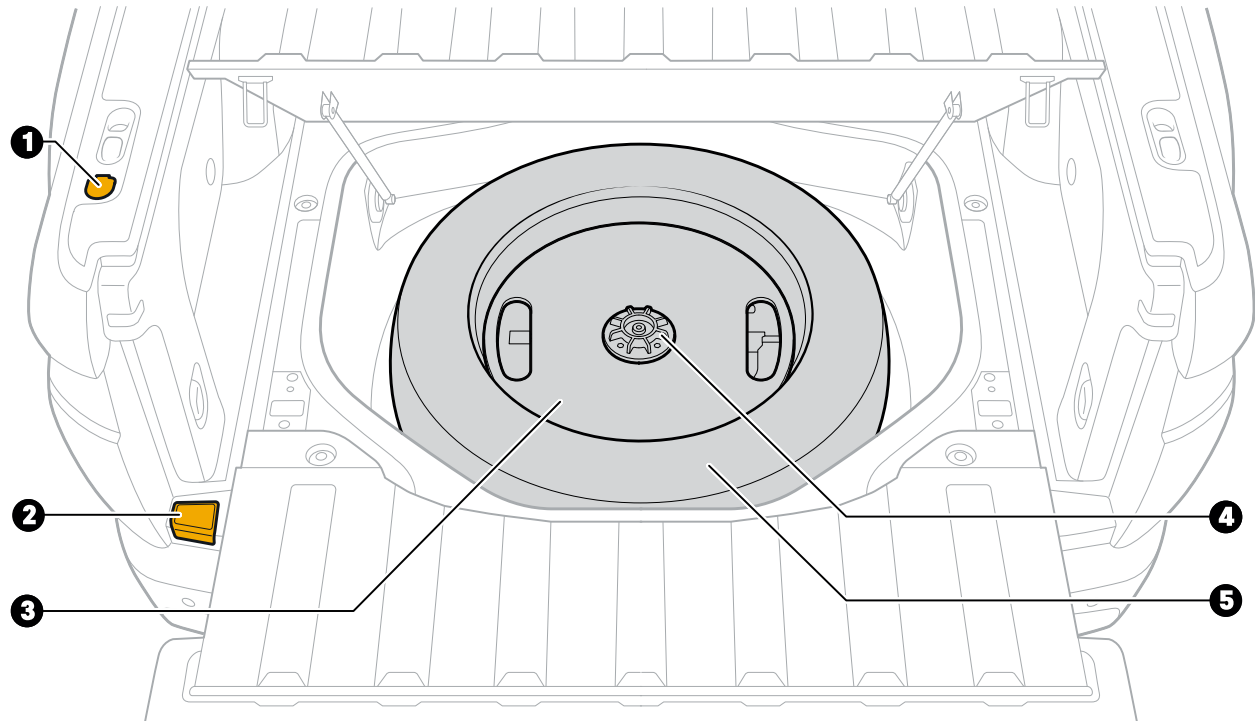
1. Find a safe, level location.
2. Ensure the vehicle is in **Park**.
3. Turn on the hazard lights.
4. Ensure all passengers exit the vehicle and stay in a safe location.
5. Secure the vehicle by placing wheel chocks diagonally opposite the tire to be changed.

NOTE

The electronic park brake is only on the rear wheels. There is an increased risk of rolling when you lift the rear wheels.

INSTALL THE TIRE JACK

6. For R1T, access the spare tire compartment in the truck bed.

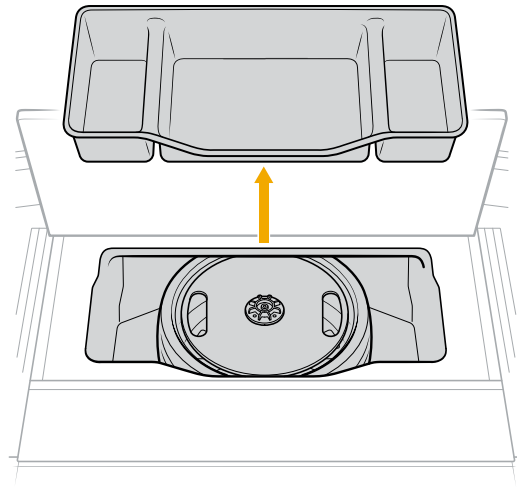
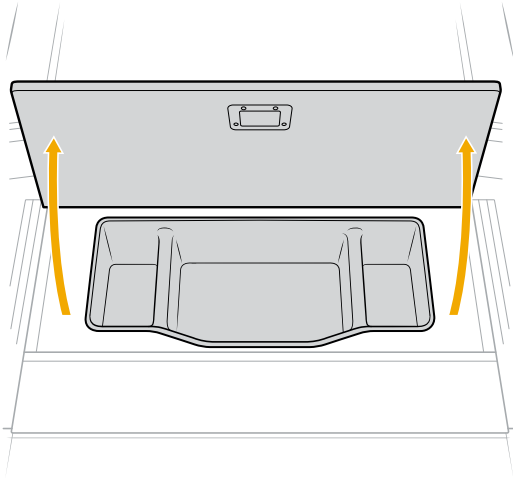


Item	Description
1	Tailgate release button
2	Spare tire compartment release lever
3	Tire jack kit
4	Spare tire wing nut
5	Spare tire

- Ensure that the truck bed is empty, and that there aren't any objects on the lid.
- Open the tailgate.
- Lift the release lever to open the spare tire compartment. You can push the spare tire compartment lid to a vertical position if needed.

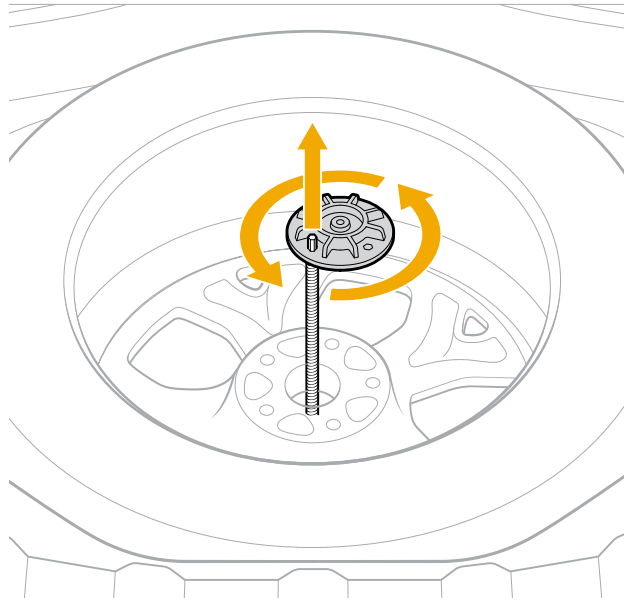
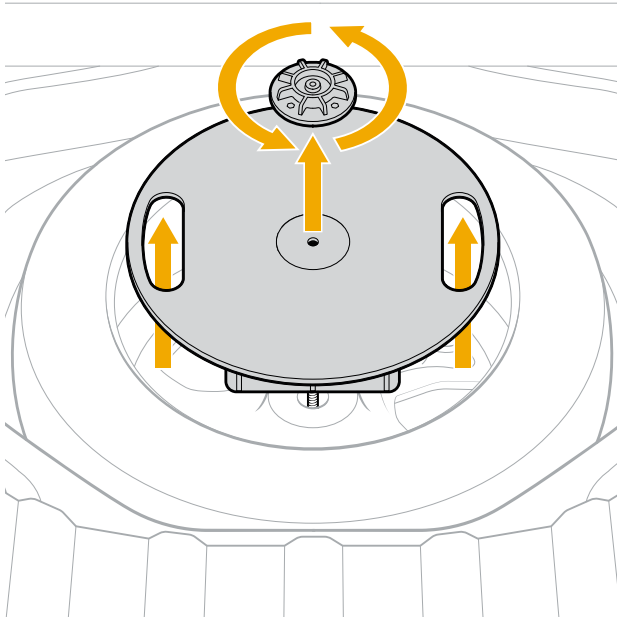
INSTALL THE TIRE JACK

7. For R1S, access the spare tire compartment in the rear cargo area.
 - a. Open the upper liftgate and lower liftgate.
 - b. Ensure the rear cargo area is empty.
 - c. Use the handle to lift the floor panel door.
 - d. Remove the cargo tray.

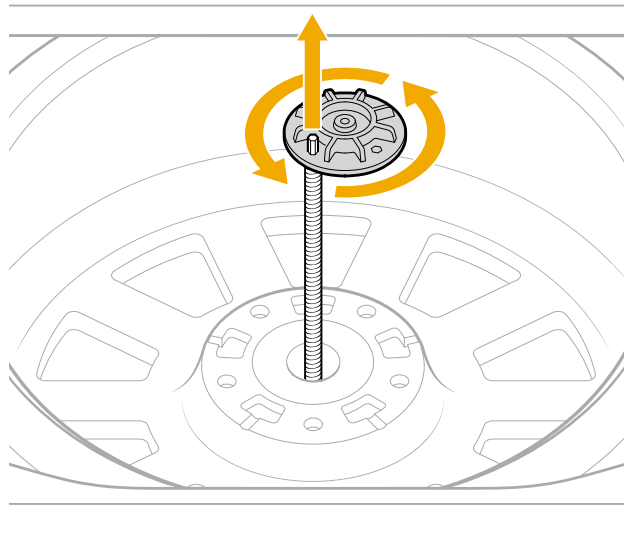
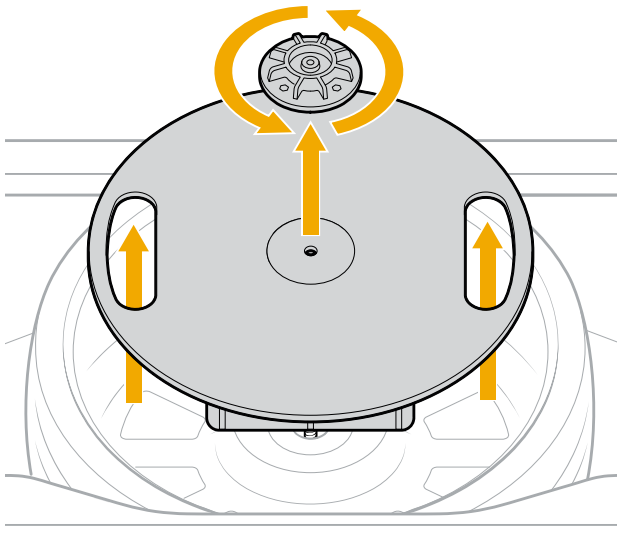


8. Remove the tire jack kit from the spare tire.
 - a. Unfasten the spare tire wing nut and remove the tire jack kit.
 - b. Use the hex hole on the spare tire wing nut to unscrew and remove the jack kit retention rod.

R1T



R1S



- c. Save the wing nut and retention rod for reinstallation.
9. Remove the spare tire.

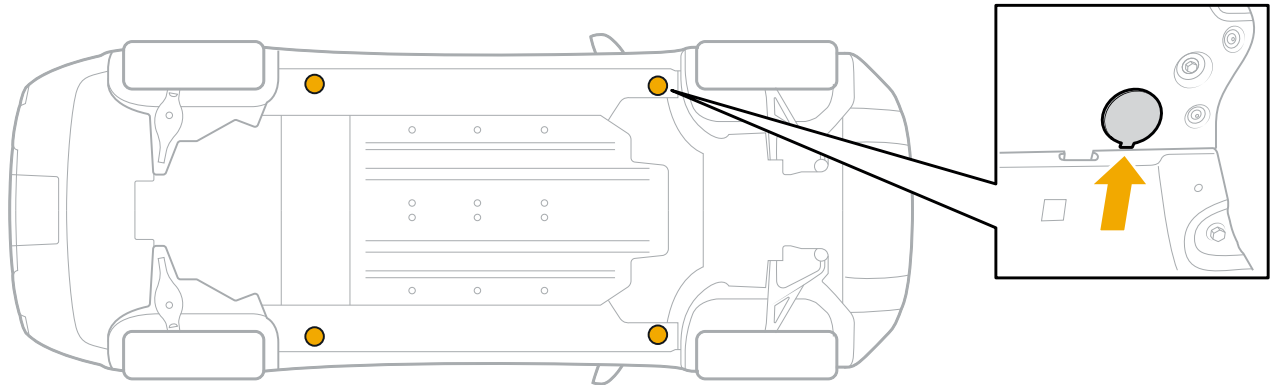
INSTALL THE TIRE JACK

10. Inflate the tire to the recommended pressure.
11. Go to **Drive Modes** in the center display. Choose **Off-Road**. Then choose **Max** under **Ride Height**.

NOTE

You can't adjust ride height with **Tire Change** mode on.

12. Go to **Settings**. Choose **Vehicle**. Then choose **Service**. Turn on **Tire Change** mode.
13. Locate the vehicle jack point. There are two jack points on each side under the rocker panel.



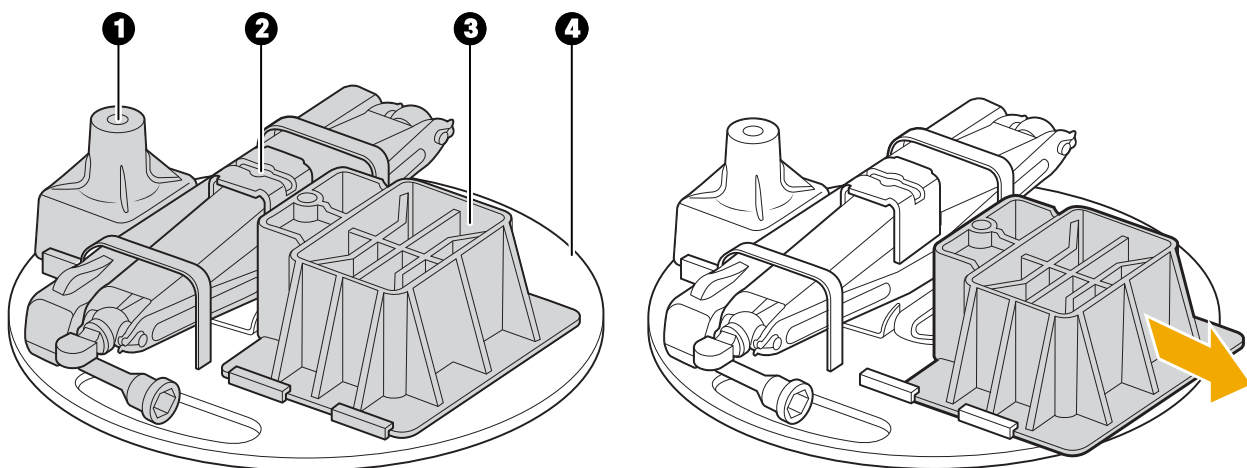
14. Remove the jack point cover by applying force to the inner edge.

INSTALL THE TIRE JACK

15. If replacing a rear tire, slide the jack riser base (3) out of the storage plate (4) included in the tire jack kit. Then place the jack on top of the riser base.

NOTE

If replacing a front tire, don't use the riser base.



Item	Description
1	Jack adaptor
2	Tire jack
3	Jack riser base
4	Storage plate



Always use the jack adaptor to prevent damage to the vehicle when lifting with the Rivian-supplied tire jack.

Don't use the jack adaptor with other scissor or hydraulic jacks.

16. Align the top of the jack adaptor (1) with the hole at the vehicle jack point.
17. Place the tire jack (2) under the jack adaptor.

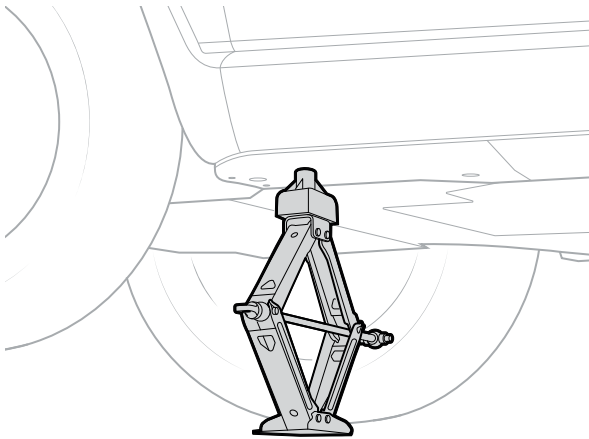
18. Raise the jack slightly to ensure that it's straight and the top of the jack aligns with the jack adaptor.

NOTES

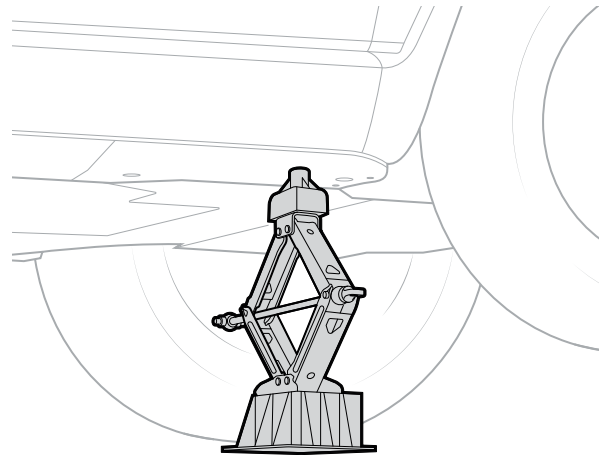
Use the tools provided with the tire jack kit to raise the jack. You don't need to use the extenders.

If the jack begins to tilt, lower the jack. Reposition the jack rearward approximately 2 in (5 cm) and try again.

FRONT



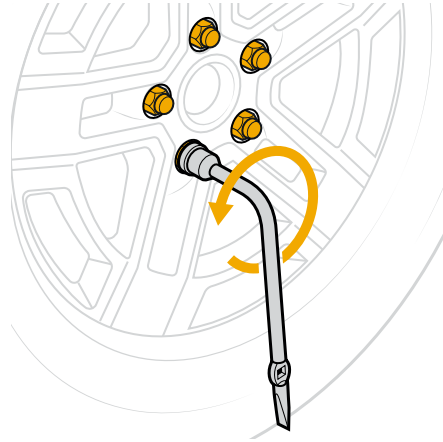
REAR



Change a Tire

With the [jack installed](#) in the jack point, lift and remove the wheel by following these steps:

1. Raise the jack to lift the vehicle slightly, keeping the tire on the ground.
2. Loosen the lug nuts counter clockwise 1/2 turn with a lug wrench.



DANGER

Don't place any part of your body under the vehicle while it's lifted.



CAUTION

If the ride height adjusts while working on the vehicle, stop raising the jack and ensure **Tire Change** mode is turned on.

3. Raise the jack to lift the vehicle so the tire doesn't touch the ground.
4. Fully loosen and remove the lug nuts.
5. Remove the wheel from the vehicle by gripping the tread of the tire and pulling it straight out.

Install the new or spare tire as follows:

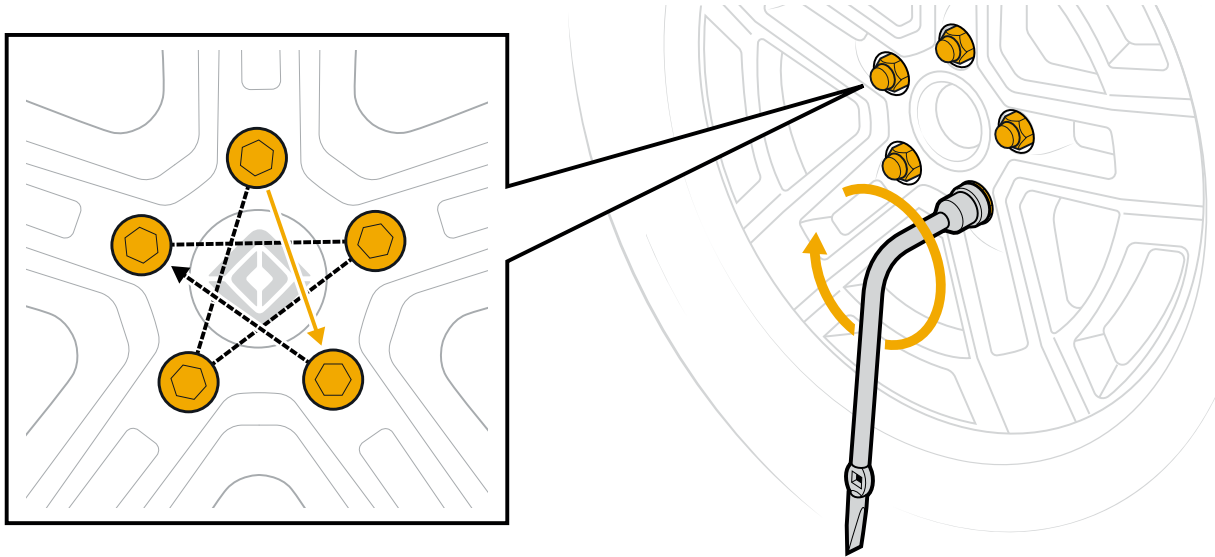
1. Lift the wheel and align the wheel studs with the holes in the rim.
2. Push the wheel onto the hub.

NOTE

Ensure the wheel is fully seated to the hub.

3. Reinstall the lug nuts and tighten them by hand.

4. Lower the jack until the tire touches the ground but doesn't carry the full weight of the vehicle.
5. Torque the lug nuts in an alternating star pattern to 190 N•m. If you don't have a torque tool, tighten until the lug nuts cannot be turned further.



6. Lower the jack until the full weight of the vehicle rests on the tires.
7. Remove the jack, jack riser base (if used), and wheel chocks (if used).
8. For R1T, store the removed wheel and the jack kit in the spare tire compartment in the truck bed.
 - a. Place the wheel with the outside of the rim facedown.
 - b. Reinstall the jack kit retention rod.
 - c. Replace the jack kit and secure it with the spare tire wing nut.
9. For R1S, store the removed wheel and the jack kit in the rear cargo area.
 - a. Place the wheel vertically in the spare tire compartment.
 - b. Secure the wheel, jack kit, and any other cargo.
10. Go to **Settings** in the center display. Choose **Vehicle**. Then choose **Service**. Turn off **Tire Change** mode.
11. Go to **Drive Modes**. Choose your previous drive mode and ride height.
12. Repair or replace the removed tire once you've reached your destination.

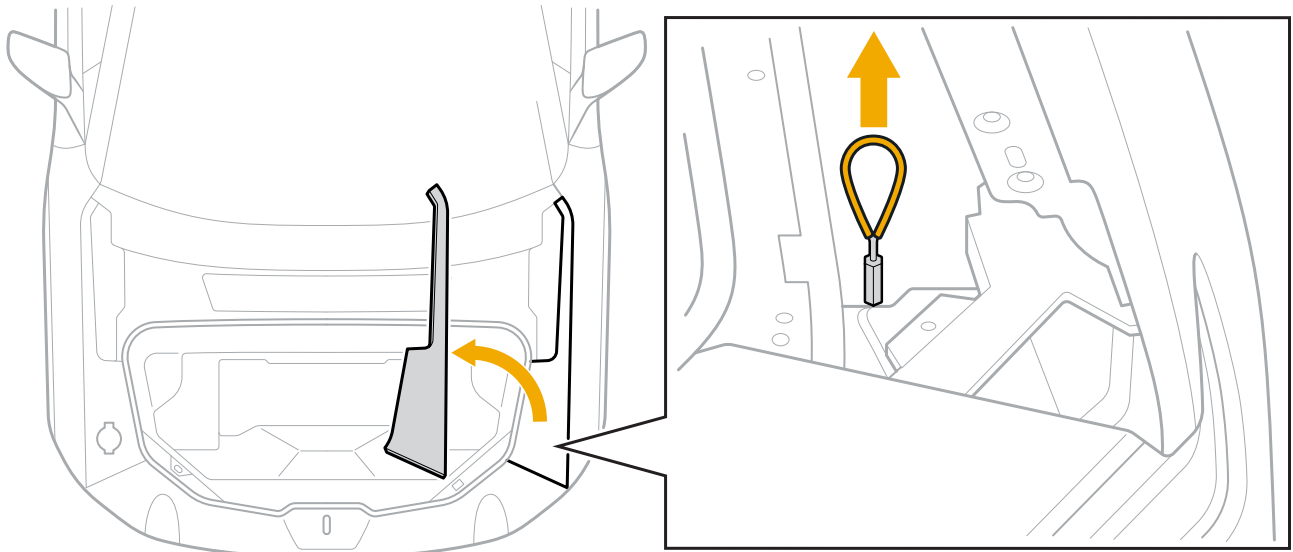
Manually Release the Charge Plug

If the charge plug won't release from the charge port, you can manually release it.

NOTES

- Always stop a charge session before you unplug from a DC fast charger. Go to **Energy** in the center display, and then choose **Stop Charging**.
- Ensure the vehicle is unlocked before you unplug from an AC charger.

1. Open the vehicle hood.
2. Remove the trim panel from the driver side of the vehicle. Pull up gently to release the clips.
3. Gently pull the cable to release the charge plug.
4. Remove the charge plug from the charge port.
5. Replace the trim panel and secure the clips.
6. Close the hood.



Jump Start the 12 V Batteries

The vehicle has two 12 V batteries under the hood. Signs of discharged 12 V batteries include the following:

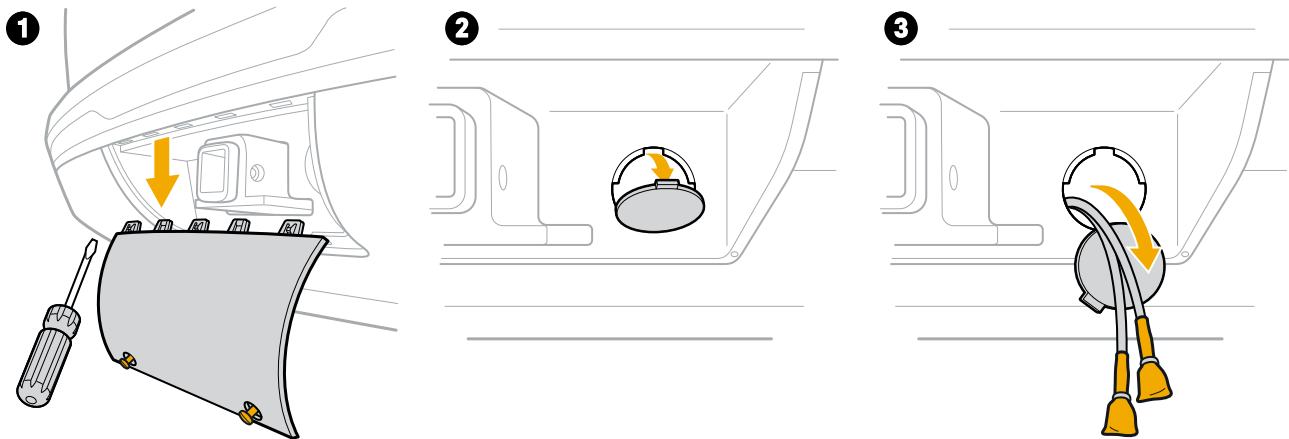
- The doors and storage areas don't unlock.
- The vehicle doesn't respond to the key fob.
- The lighting doesn't illuminate.
- The displays don't turn on.



Don't use a Rivian vehicle to jump start another vehicle.

Before you begin, ensure that you have an adequate power source to jump start a Rivian vehicle.

- If using a tow truck to jump start, the tow truck needs to be running until the Rivian vehicle powers up.
- If using a jump box, it needs to maintain a steady voltage of 12.5 V at 15 A (30 A peak).



1. Remove the trailer hitch cover to access the jump start wire harness.
2. Remove the round access panel to the right of the trailer hitch.
3. Pull out the jump start wire harness and remove the protective tape from the connectors.
4. Connect the positive lead (red) to the red lead on the jump start wire harness and negative lead (black) to the black lead on the jump start wire harness.

Once the vehicle has enough power, the displays will turn on. You can unlock the doors, front trunk, and charge port door. When the vehicle fully powers on, you can drive if the vehicle battery has enough range.

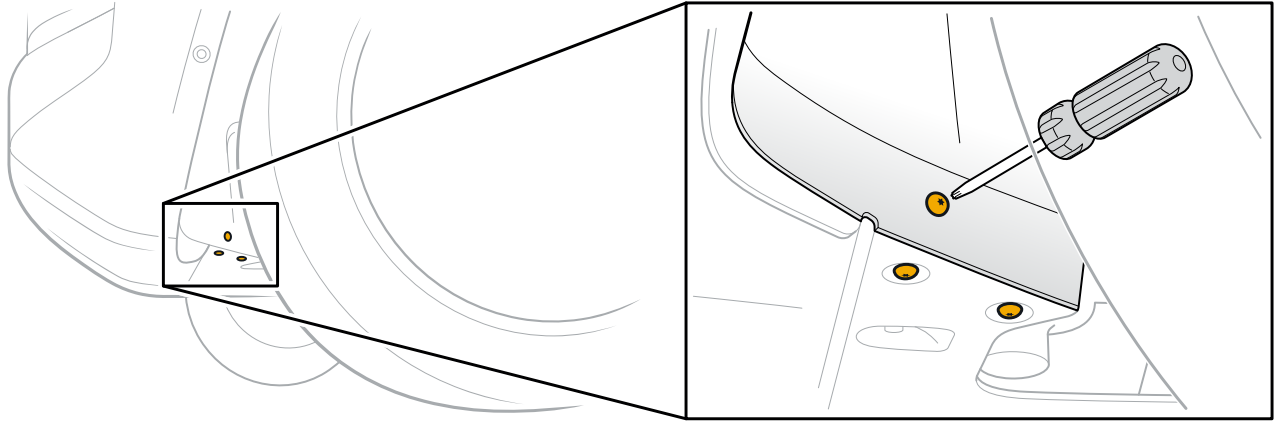
NOTES

- You may need to [reset the vehicle](#) after it powers on.
- If the vehicle battery has drained completely, you may need to [transport the vehicle](#) to a Rivian Service Center.

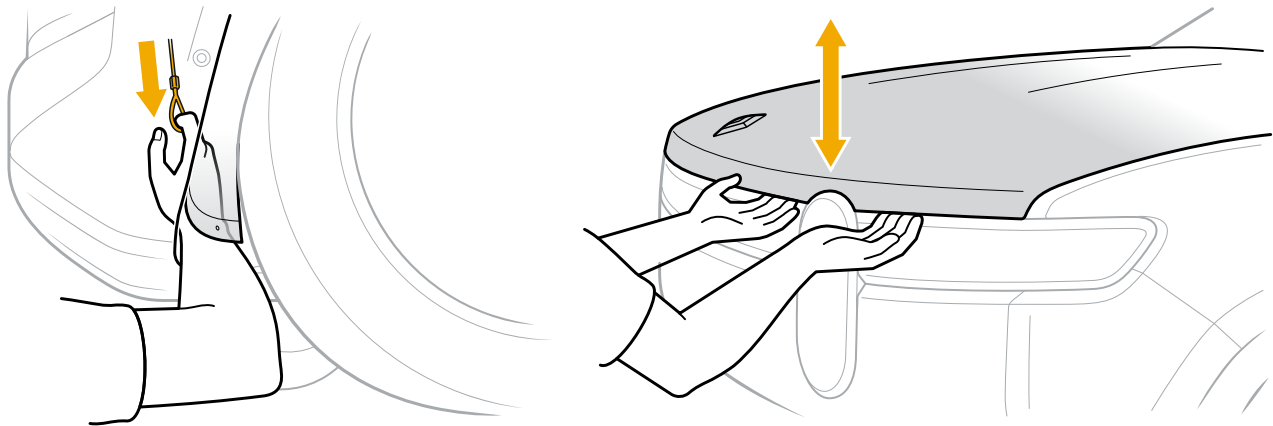
Manually Open the Hood

Follow these steps if the hood won't open normally:

1. Remove the screws from the left front wheel liner and lower the front skid plate to access the hood release cable.



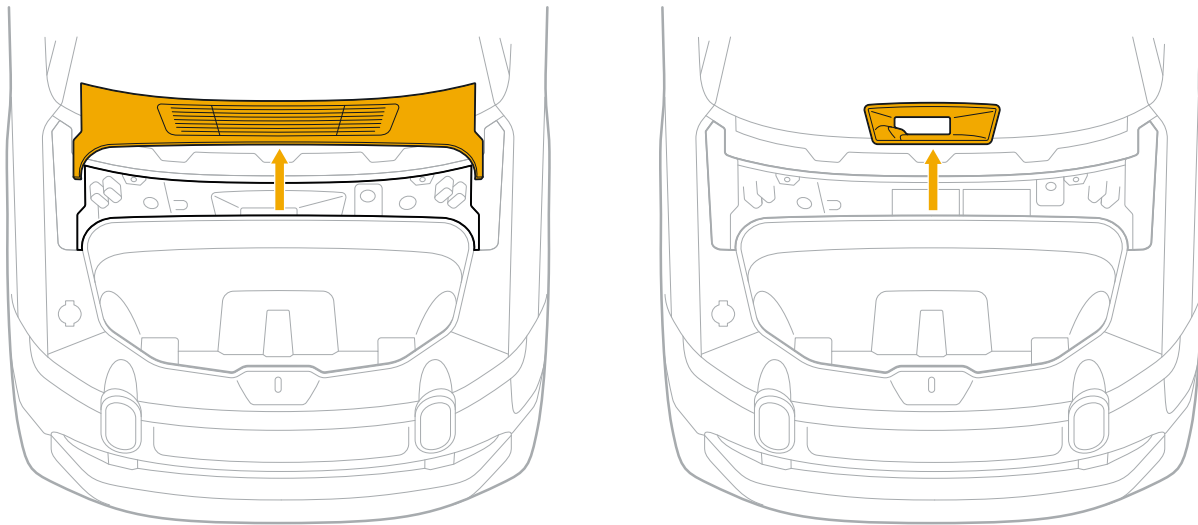
2. Pull the cable to release the hood latch. If the latch doesn't release, have a second person lift up and push down on the hood while you pull on the cable.



Access the 12 V Batteries

Access the 12 V batteries as follows:

1. Remove the air intake cover by gently pulling up to release the clips.
2. Remove the air intake duct to access the 12 V batteries.

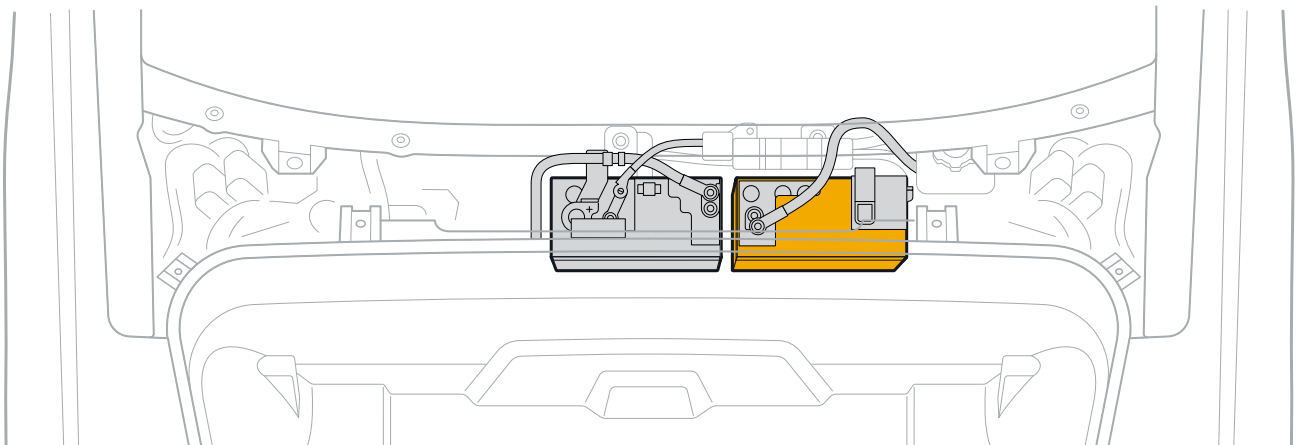


To recharge the 12 V batteries, connect to the primary battery on the driver's side as follows:

1. Connect the negative lead (black) to the negative battery terminal (-).
2. Connect the positive lead (red) to the positive battery terminal (+).

NOTE

If you have a Y-cable or two sets of cables, connect both batteries and charge at the same time.



Once the vehicle has power, the displays will turn on. You can unlock the doors, front trunk, and charge port door. When the vehicle fully powers on, you can drive if the vehicle battery has enough range.

NOTES

- You may need to [reset the vehicle](#) after it powers on.
- If the vehicle battery has drained completely, you may need to [transport the vehicle](#) to a Rivian Service Center.

Perform a Reset

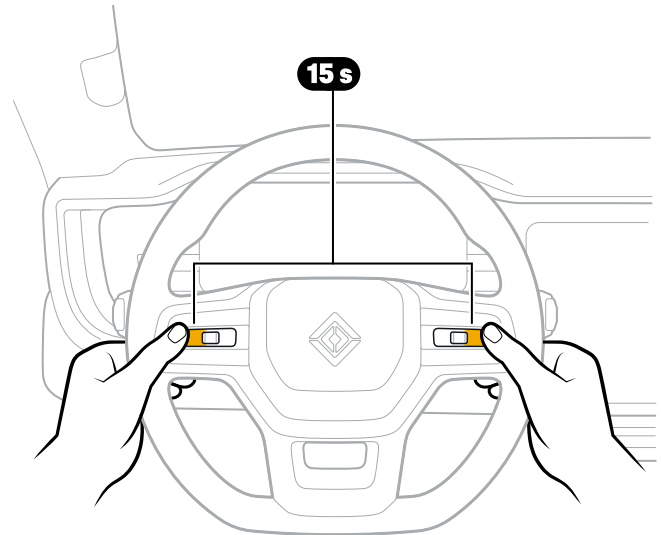
RESET THE DISPLAYS

If the displays do not respond, you may need to reset the displays.

1. Ensure the vehicle is in **Park**.
2. Find the two outermost control buttons on the steering wheel.
3. Press both buttons at the same time and hold for 15 seconds.

NOTE

The displays will go dark for about one minute until the reset is complete.



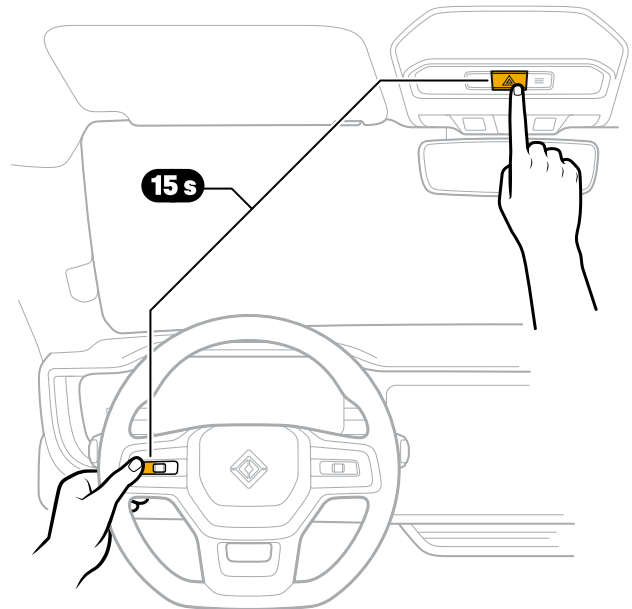
RESET THE VEHICLE

If the displays still do not respond or other vehicle features are not working, you may need to reset the vehicle.

1. Ensure the vehicle is in **Park** and not plugged in.
2. Find the left thumb control button on the steering wheel and the hazard lights button on the overhead console.
3. Press both buttons at the same time and hold for 15 seconds.

NOTE

The displays will go dark, and then a progress bar will indicate when the reset is complete.



Customer Service

Still need help? Connect with us.



Customer Engagement Center

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customerservice@rivian.com
rivian.com Support Center and Chat

Insurance

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Roadside Assistance 24/7

(844) RIVIAN4 / (844) 748-4264

Service 24/7

(855) RIVIAN5 / (855) 748-4265