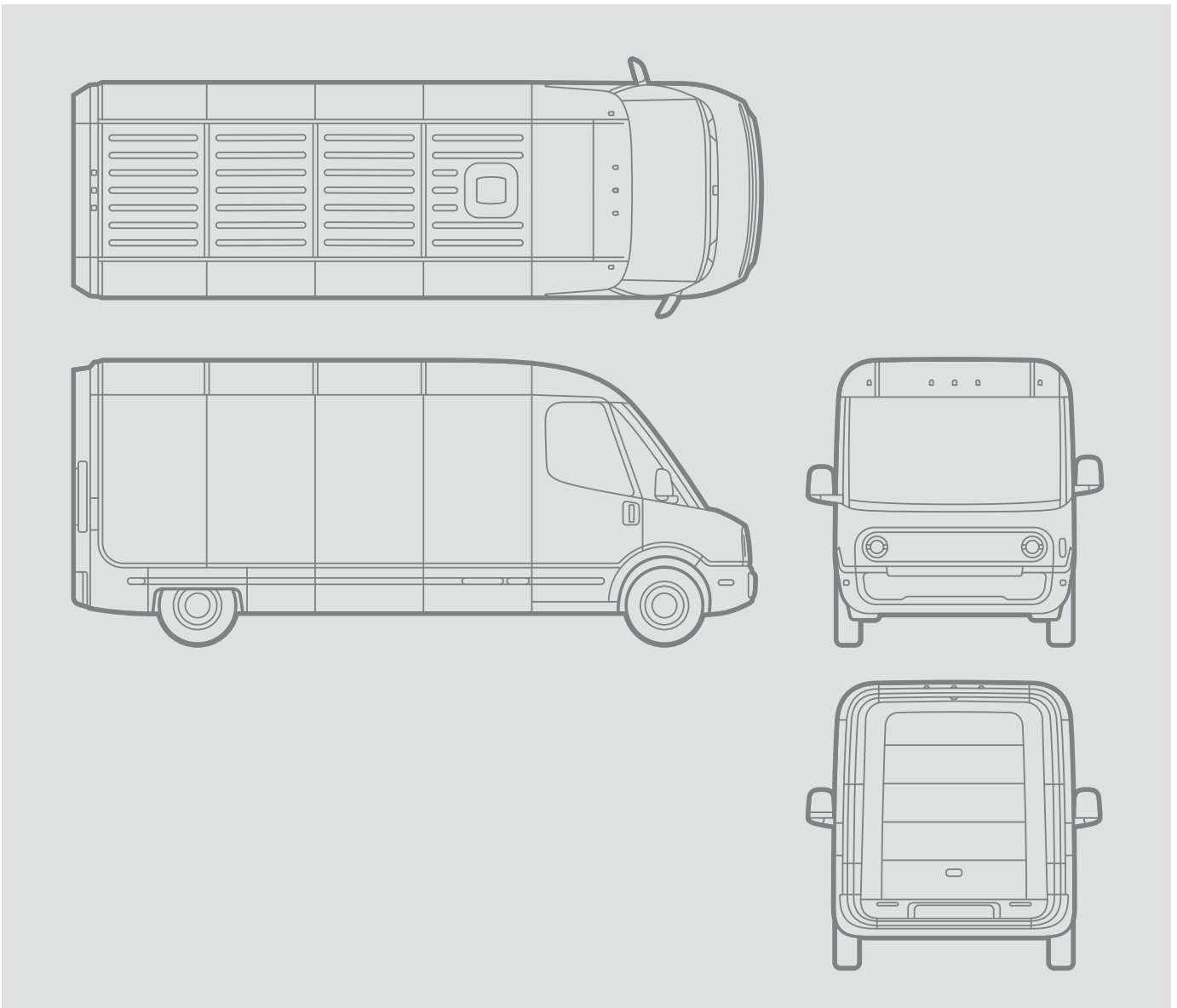


ELECTRIC DELIVERY VEHICLE

# Tow Operator Guide





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Some features may not be available when your vehicle is built.

The images provided in this document are for illustrative purposes only. Depending on the product details and market region, the information in this document may appear slightly different from your product.

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# Recover the Vehicle



## CAUTION

Only transport the vehicle on a flatbed tow truck. To prevent damage, don't tow the vehicle behind another vehicle or with two wheels on the ground.  
Be aware of overhead clearance limits. The vehicle height is 9 ft 7 in (2.92 m).

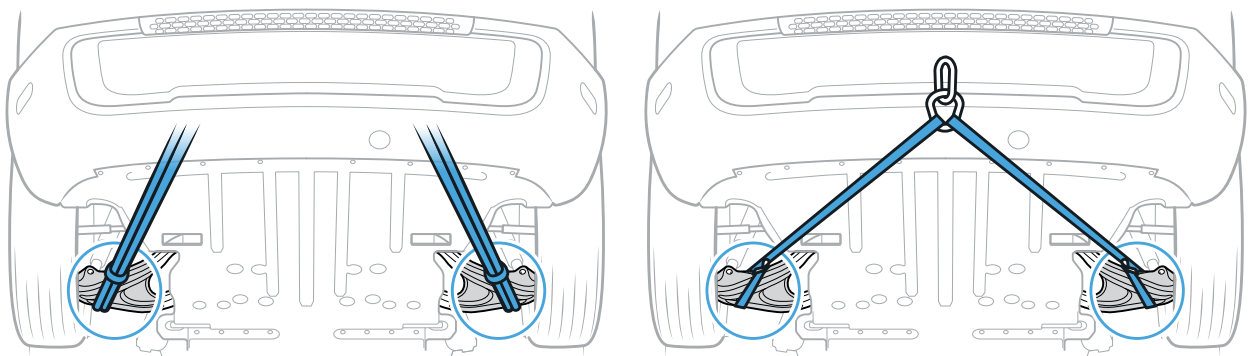
## PREPARE THE VEHICLE FOR RECOVERY

1. Ensure the front wheels face forward and are parallel with the vehicle.
2. Put the vehicle in **P** (Park) and chock the wheels.
3. Connect the vehicle to the tow truck winch with 3 ft (1 m) endless loops or a nylon bridle through the lower control arms.



## CAUTION

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



4. Press and hold the brake pedal.
5. In the center display, go to **Safety**. Turn on **Park brake release**. Choose **Start Release**.

## NOTE

Park brake release turns off after 15 minutes. You can also turn it off by putting the vehicle in **P** (Park) or turning off **Park brake release** under **Safety** in the center display.

6. Release the brake pedal and confirm release of the electronic park brake.

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

## CONNECT TO THE REAR AXLE FOR RECOVERY

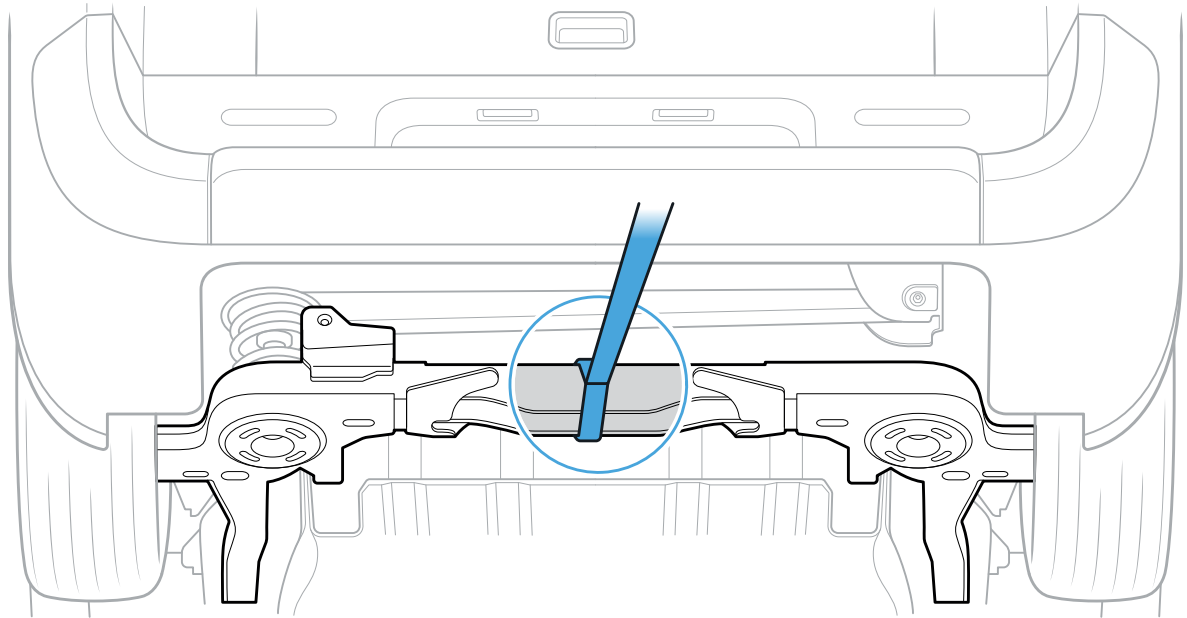
If you can't connect to the front control arms, you can recover the vehicle using the rear axle.

1. Ensure the front wheels face forward and are parallel with the vehicle.
2. Put the vehicle **P** (Park) and chock the wheels.
3. Connect the vehicle to the tow truck winch with a nylon bridle or short endless loops through the rear axle.



### CAUTION

To prevent damage, don't use the tow eye or rear bumper step to connect to the tow truck.



4. Press and hold the brake pedal.
5. In the center display, go to **Safety**. Turn on **Park brake release**. Choose **Start Release**.

### NOTE

The park brake release will turn off after 15 minutes. You can also turn it off by putting the vehicle in **P** (Park) or turning off **Park brake release** under **Safety** in the center display.

6. Release the brake pedal and confirm release of the electronic park brake.

## LIFT THE REAR WHEELS

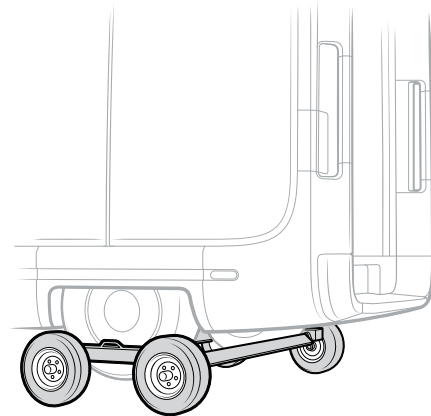
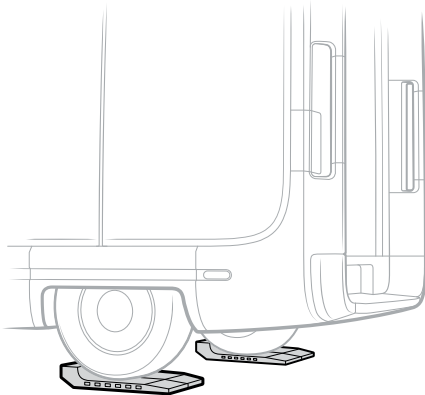
If you can't release the electronic park brake, lift the rear wheels to load the vehicle onto the tow truck.



**DANGER**

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



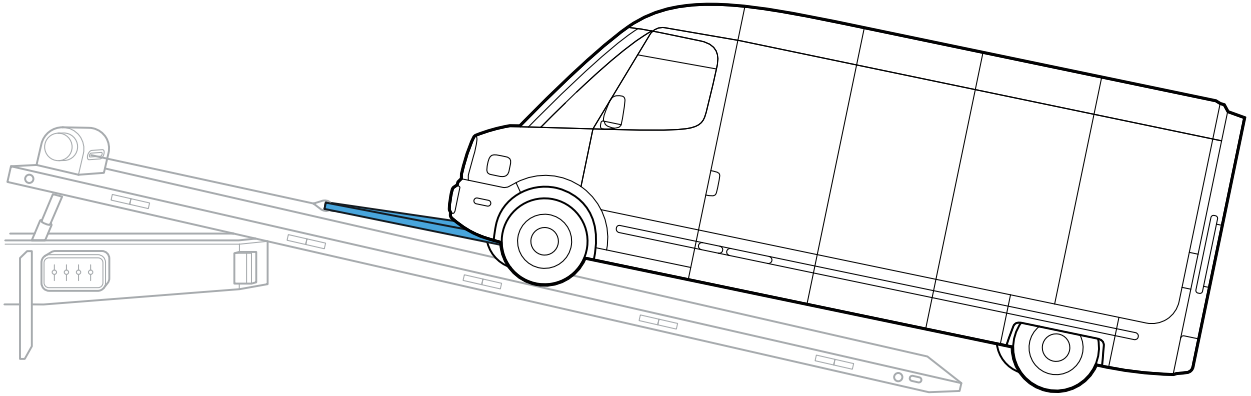
4. With the rear wheels off the ground, position the vehicle to be loaded onto the tow truck bed.  
You can now [load the vehicle](#) onto the tow truck.

**NOTE**

If using skates, use the skates to pull the vehicle all the way up the tow truck ramp.

## LOAD THE VEHICLE ONTO THE TOW TRUCK

1. Ensure **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 deck.

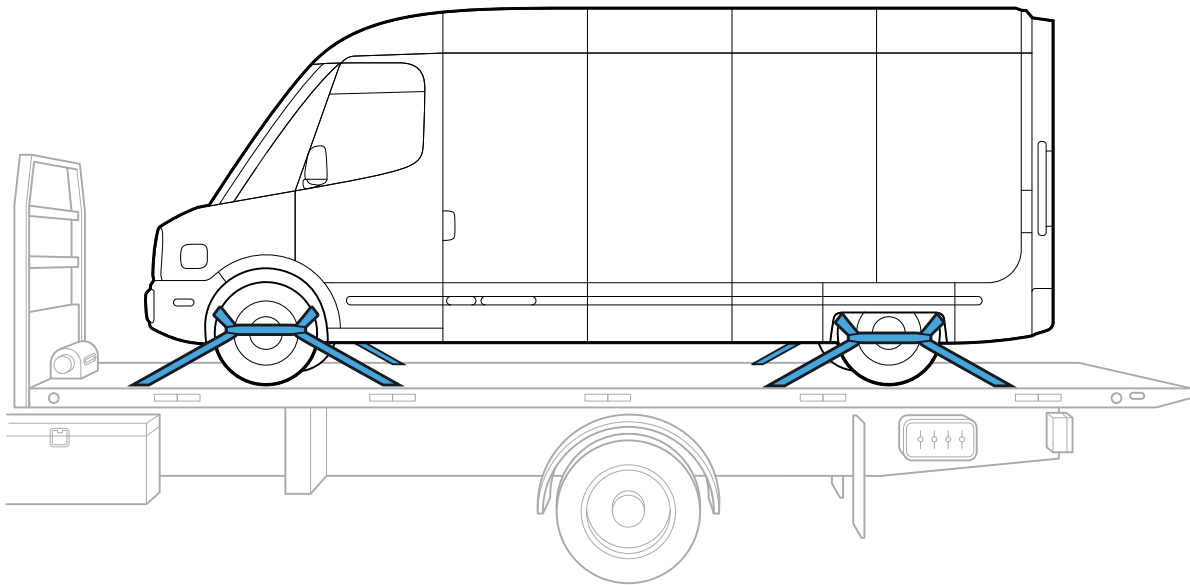


4. Pull at 5 mph (8 km/h) or less to prevent damage to the drive train.

**NOTE**

If you pull too fast, the vehicle stops and shifts to **P** (Park).

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



**CAUTION**

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

6. Put the vehicle into **P** (Park).

# Change a Tire



## DANGER

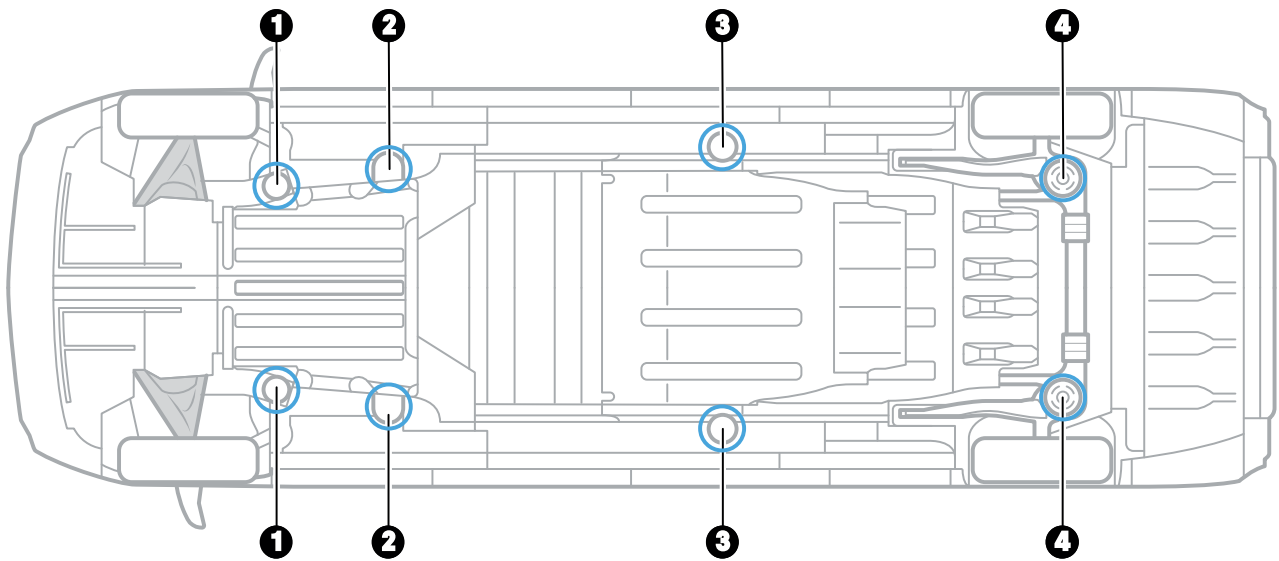
Don't service the vehicle on a narrow shoulder, near oncoming traffic, or on soft terrain.

### IMPORTANT

The vehicle does not carry a spare tire. Make sure to have the appropriate replacement tire and tools available.

Use a jack that is rated to lift at least 3 tons.

You can safely lift and jack the vehicle in the following areas.



Item	Description
1	Front jack location (frame rail)
2	Front jack stand location (frame rail)
3	Rear jack stand location (frame rail)
4	Rear jack location (rear axle)



## REMOVE A FRONT TIRE

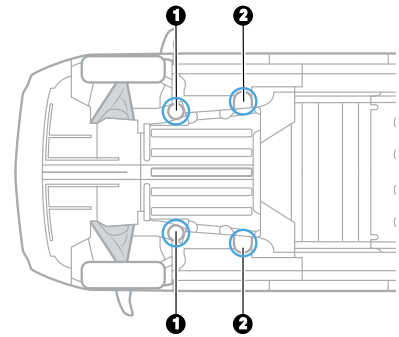
1. Find a safe, level location.
2. Put the vehicle in **P** (Park).
3. Turn on your hazard lights.
4. Secure the vehicle using wheel chocks.



**DANGER**

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

5. Place the jack under the frame rail (1).
6. Raise the jack to lift the vehicle slightly, keeping the tire on the ground.
7. Loosen the lug nuts counter-clockwise one half turn with a lug wrench.
8. Raise the jack to lift the vehicle so the tire doesn't touch the ground.
9. Place a jack stand at the frame rail location (2).



6. Lower the jack to rest the vehicle on the jack stand.
7. Remove the lug nuts and the center cap.

**NOTE**

Save these parts for reinstallation.

8. Grip the tread of the tire and remove the tire from the vehicle.

## REMOVE A REAR TIRE

1. Find a safe, level location.
2. Put the vehicle in **P** (Park).
3. Turn on your hazard lights.
4. Secure the vehicle using wheel chocks.



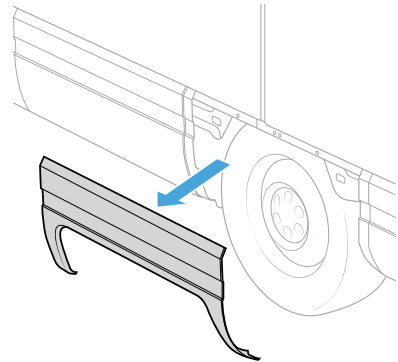
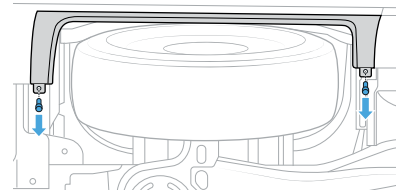
**DANGER**

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

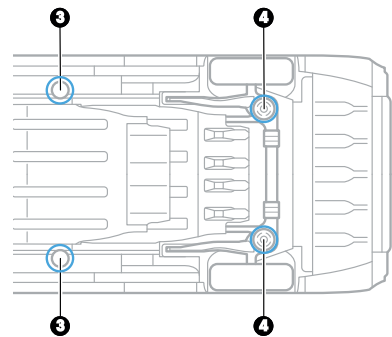
5. Remove the wheel cladding by pulling it away from the vehicle.

**NOTE**

The wheel cladding is fastened with two push rivets on the underside of the panel.



6. Place the jack under the rear axle (4).
7. Raise the jack to lift the vehicle slightly, keeping the tire on the ground.
8. Loosen the lug nuts counter-clockwise one half turn with a lug wrench.
9. Raise the vehicle until the tire is six inches off the ground.
10. Place a jack stand at the frame rail location (3).
11. Lower the jack to rest the vehicle on the jack stand.
12. Ensure the tire is not touching the ground and the tire has proper clearance to the top of the fender.
  - If the tire is touching the ground, raise the vehicle higher and adjust the jack stand height to support the vehicle.
  - If the tire does not have clearance to the fender, make sure that the jack is lowered sufficiently or the vehicle has been raised high enough to allow the axle to be in a full rebound state.
13. Lower the jack to rest the vehicle on the jack stand.



14. Remove the lug nuts and the center cap.

**NOTE**

Save these parts for reinstallation.

15. Grip the tread of the tire and remove the tire from the vehicle.

## INSTALL A REPLACEMENT TIRE

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

**NOTE**

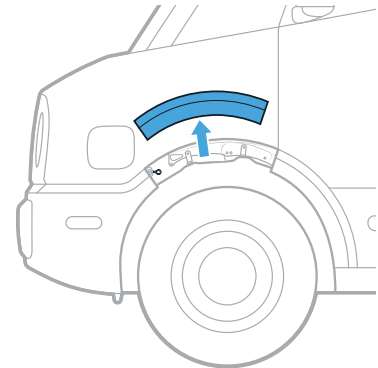
Ensure the wheel is fully seated to the hub.

3. Reinstall the lug nuts and tighten them by hand.
4. Reinstall the center cap.
5. Lower the jack until the tire touches the ground but doesn't carry the full weight of the vehicle.
6. Torque the lug nuts in an alternating star pattern to 190 N•m (140 ft-lbs). If you don't have a torque tool, tighten until the lug nuts cannot be turned further.
7. Raise the jack to lift the vehicle off the jack stand.
8. Remove the jack stand from under the vehicle.
9. Lower the vehicle completely and remove the jack.
10. If replacing a rear tire, reinstall the wheel cladding.

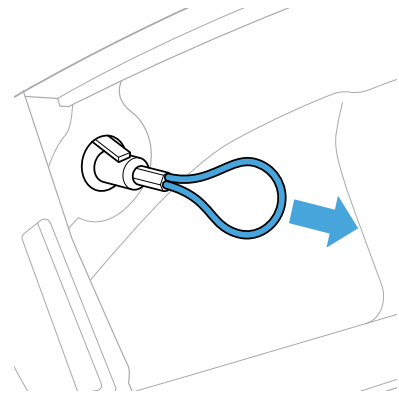
# Manually Release the Charge Plug

If the charge plug won't release from the charge port after you stop a charge session, manually release it by following these steps:

1. Remove the center trim panel above the tire on the driver side of the vehicle.



2. Gently pull the cable to release the charge plug.
3. Remove the charge plug from the charge port.
4. Replace the trim panel.



# Jump Start 12 V Batteries

The vehicle has two 12 V batteries under the driver's seat. Signs of discharged 12 V batteries include the following:

- The doors and storage areas don't unlock.

## NOTE

To unlock the doors when the 12 V batteries are depleted, use the emergency key inside the key fob.

- The vehicle doesn't respond to the key fob.
- The lighting doesn't illuminate.
- The displays don't turn on.



## CAUTION

Don't use the vehicle to jump start another vehicle.

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

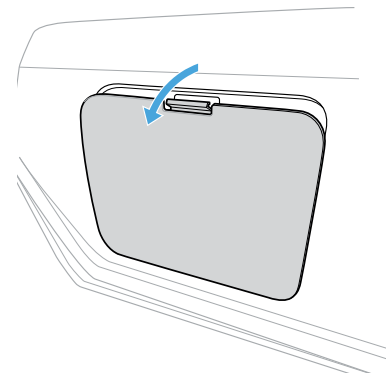
- If using a tow truck to jump start, the tow truck needs to be running until the vehicle powers up.
- If using a jump box, it needs to maintain a steady voltage of 12.5 V at 15 A (30 A peak).

## IMPORTANT

Both batteries need to be jump started at the same time.

Jump start the batteries by following these steps:

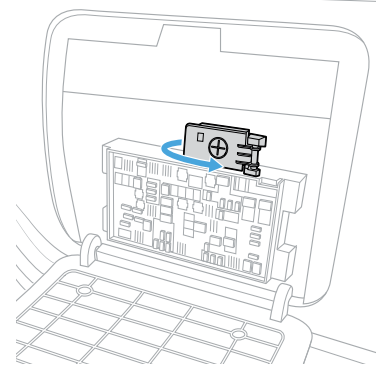
1. Remove the panels on the left and right sides of the driver's seat by pushing down on the clips



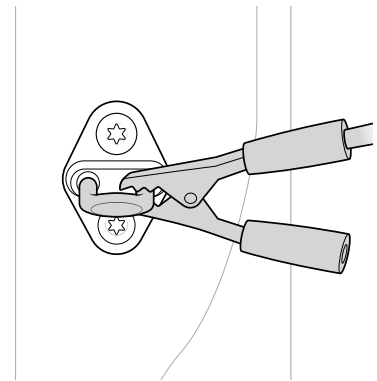
## JUMP START 12 V BATTERIES

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2. On each side, open the cover for the positive battery post.



3. Connect the positive lead (+) to the positive battery post.
4. Connect the negative lead (-) to the driver's door latch.



5. Repeat steps 3 and 4 on the second battery.

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

6. After the vehicle powers on, remove the negative (-) lead from the driver's door latch.
7. Remove the positive (+) lead from the positive battery post.
8. Repeat steps 6 and 7 on the second battery.

### IMPORTANT

If the vehicle's high-voltage battery is also depleted, the 12 V batteries will deplete again. Charge the vehicle as soon as possible.

# Perform a Restart

## RESTART THE SOFTWARE



### CAUTION

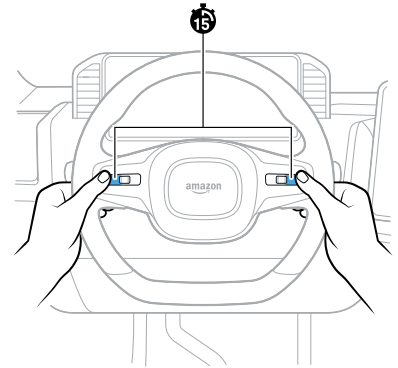
Contact [Service](#) before you restart the software or the vehicle. Restarting can damage the vehicle and void the warranty.

If the vehicle apps, connectivity, or displays are not working normally, you may need to restart the software.

1. Make sure the vehicle is in **P** (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 go dark for about one minute until the restart is complete.



## RESTART THE VEHICLE



### CAUTION

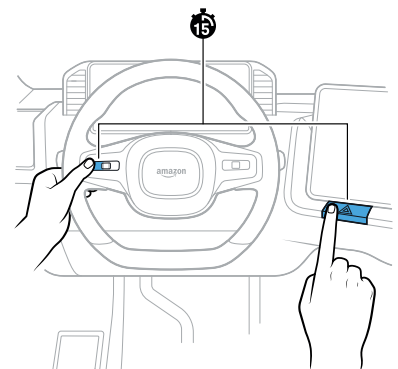
Contact [Service](#) before restarting the vehicle or the displays. Restarting can damage the vehicle and void the warranty.

If the vehicle is not working normally after you restart the software, you may need to restart the vehicle.

1. Make sure the vehicle is in **P** (Park) and not plugged in.
2. Find the left thumb control button on the steering wheel and the hazard lights button under the center display.
3. Press both buttons at the same time and hold for 15 seconds.

### NOTE

The displays go dark, and then a progress bar indicates when the restart is complete.



# Customer Service

Still need help? Connect with us.

## **Roadside Assistance 24/7**

[\(800\) 433-7195](tel:(800)433-7195)

## **Service and Vehicle Support 24/7**

[\(855\) RIVB2B1](tel:(855)RIVB2B1) / [\(855\) 748-2221](tel:(855)748-2221)