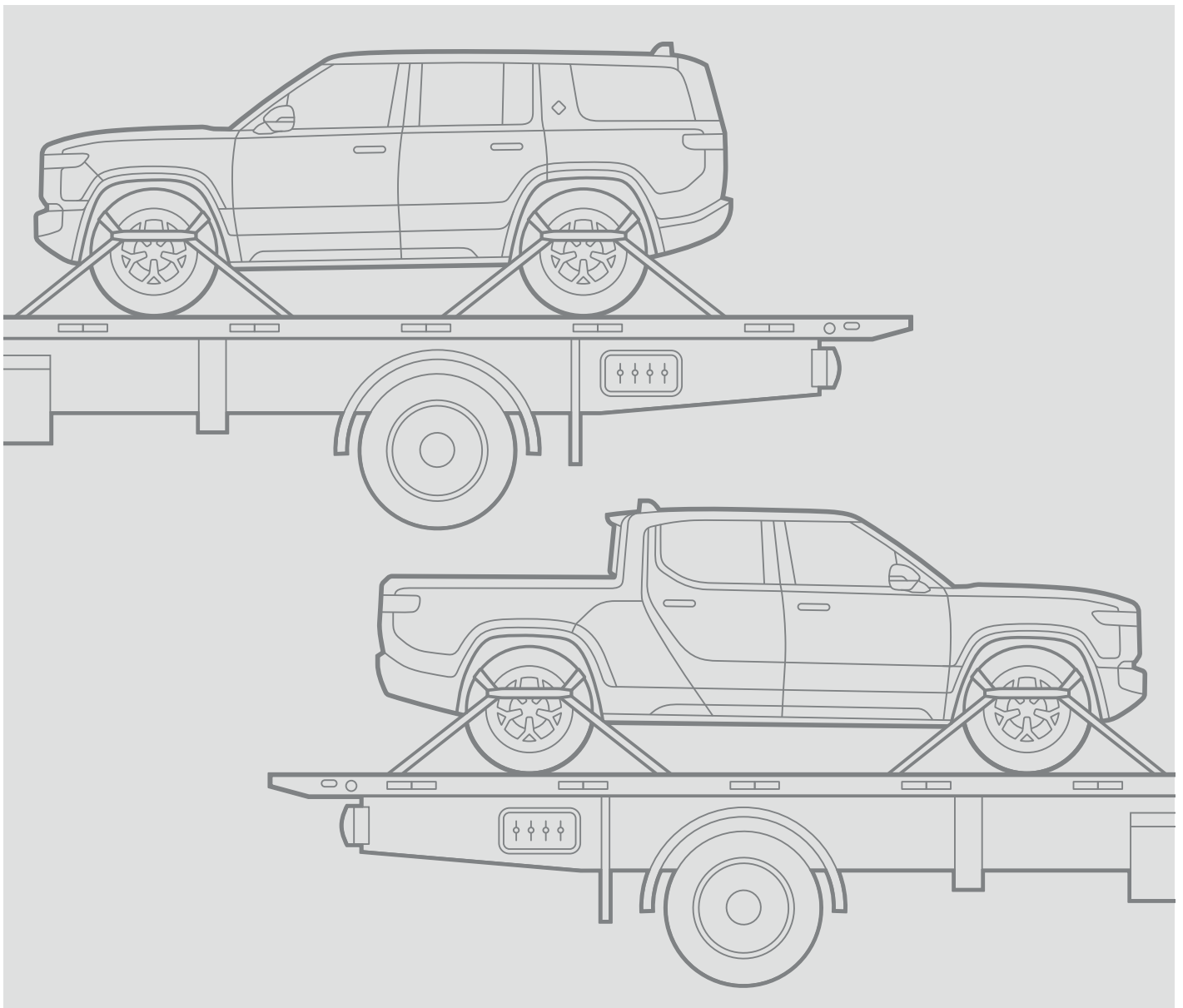


R1T + R1S

# Tow Operator Guide





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

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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.

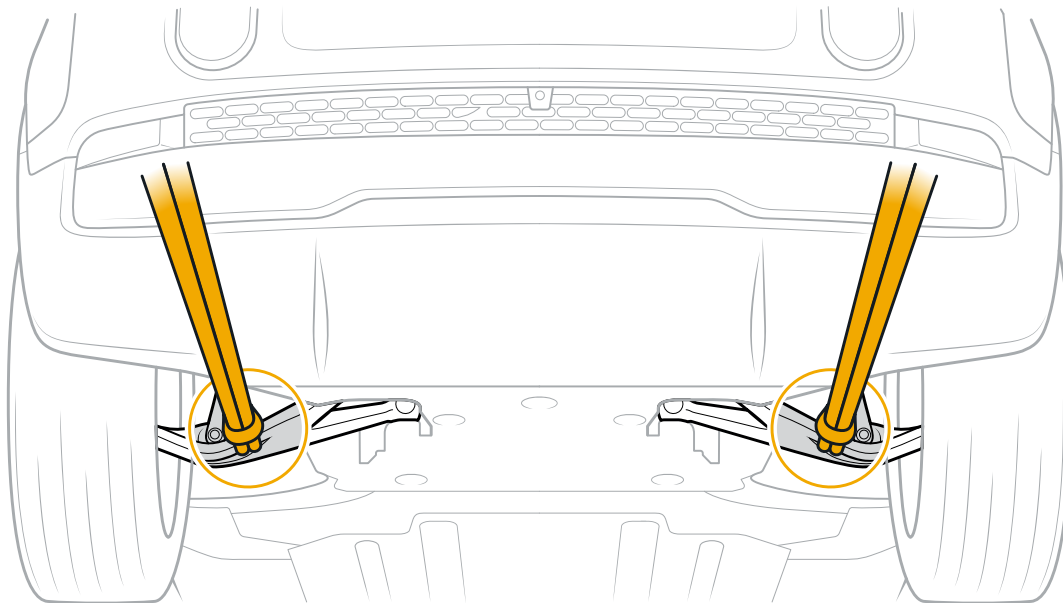
## PREPARE THE VEHICLE FOR TOWING

1. Ensure the front wheels face forward and are parallel with the vehicle.
2. Secure the steering wheel with a holder or strap to keep the wheels straight.



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

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



### NOTE

If you can't tow from the front of the vehicle, you can [connect to the trailer hitch](#) (page 5) to tow from the rear.

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

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

You can now [load the vehicle](#) (page 8) onto the tow truck.

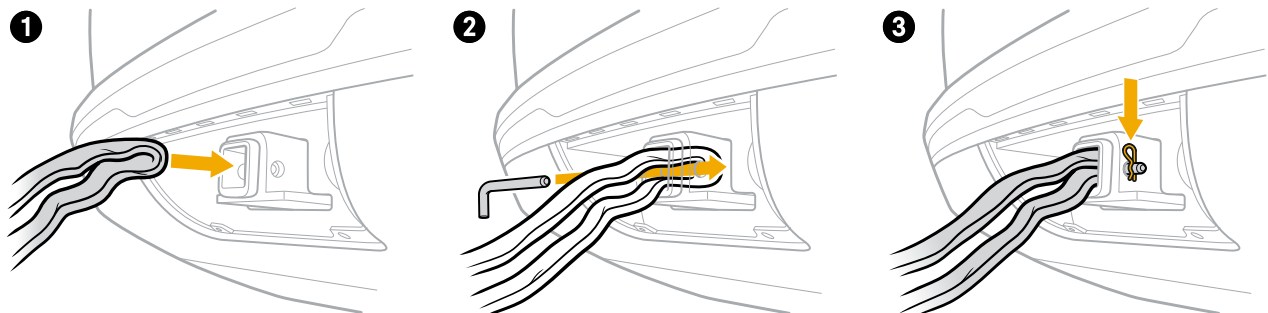
### NOTE

If you can't release the electronic park brake, you need to [lift the rear wheels](#) (page 6) to load the vehicle onto the tow truck.

## CONNECT TO THE TRAILER HITCH

Connect to the trailer hitch when you can't tow from the front of the vehicle.

1. Ensure the front wheels face forward and are parallel with the vehicle.
2. Secure the steering wheel with a holder or strap to keep the wheels straight.
3. Remove the trailer hitch cover.
  - a. Use a flathead screwdriver to loosen the two captive screws. Turn a quarter turn counterclockwise.
  - b. Grip the cover and pull straight down.
4. Insert a nylon bridle or short endless loops through the trailer hitch (1).



5. Insert the tow pin through the hitch to connect the bridle or loops (2), and then install the tow pin retaining clip (3).
6. Press and hold the brake pedal.
7. Go to **Settings** on the center display.

8. Choose **Vehicle**. Then choose **Service**. 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 center display.

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

You can now [load the vehicle](#) (page 8) onto the tow truck.

### NOTE

If you can't release the electronic park brake, you need to [lift the rear wheels](#) (page 6) to load the vehicle onto the tow truck.

## LIFT THE REAR WHEELS

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



Secure the vehicle and connect to the tow truck before lifting the rear wheels. The front wheels can roll when the rear wheels are lifted.

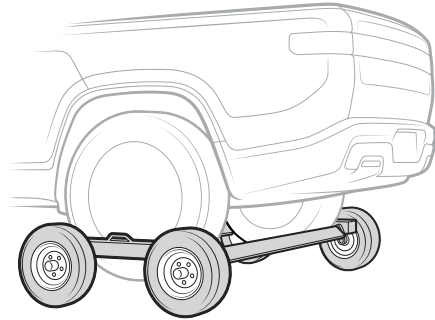
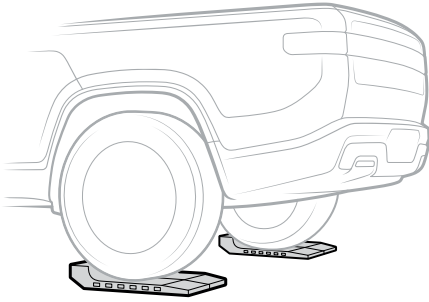


Only lift the rear wheels to load the vehicle onto the tow truck. Don't tow the vehicle behind another vehicle or with two wheels on the ground.

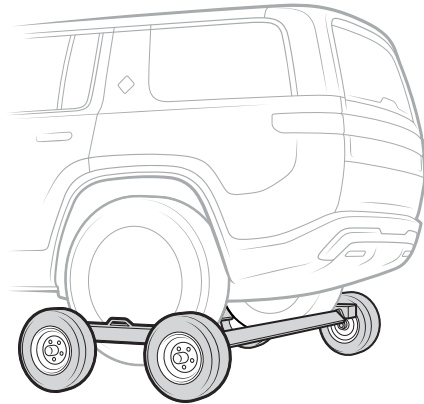
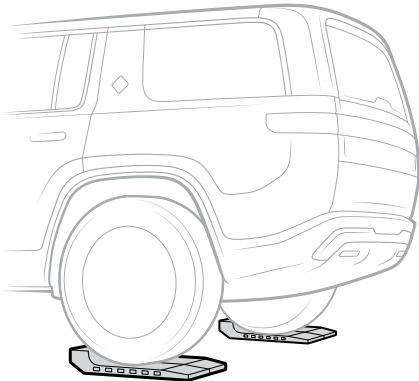
1. Chock the front wheels to secure the vehicle.
2. Connect the vehicle to the tow truck using an endless loop through the front control arms or rear trailer hitch.

3. Lift the rear wheels using skates, a dolly, or a tow truck wheel lift.

### R1T



### R1S



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

You can now [load the vehicle](#) (page 8) onto the tow truck.

## LOAD THE VEHICLE ONTO THE TOW TRUCK

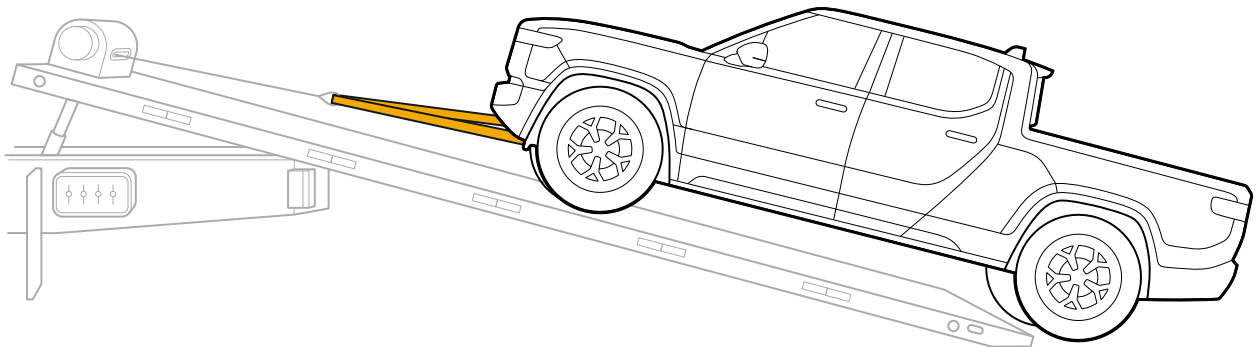
After you've connected the vehicle, you can load the vehicle onto a flatbed tow truck as follows:

1. Ensure the **Park brake release** is turned on or the rear wheels are lifted. See [Prepare the Vehicle for Towing](#) (page 4).
2. Remove the wheel chocks, if needed.
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 drivetrain.

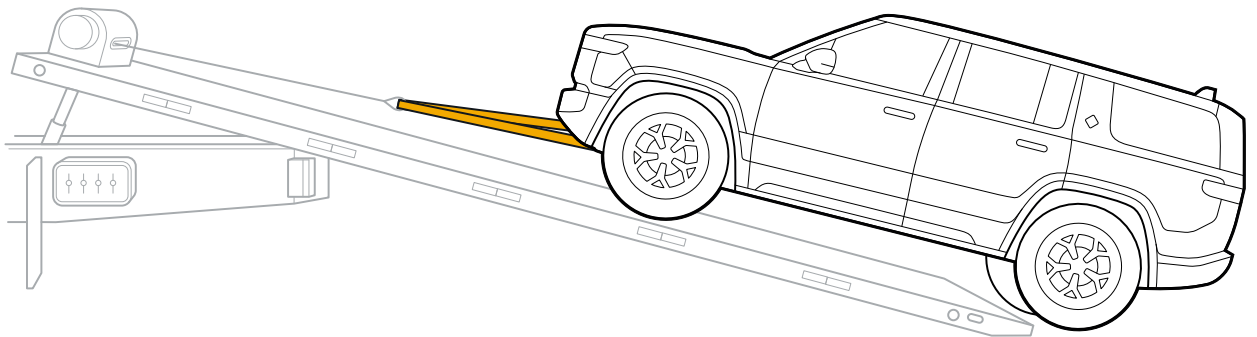
### NOTE

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

### R1T



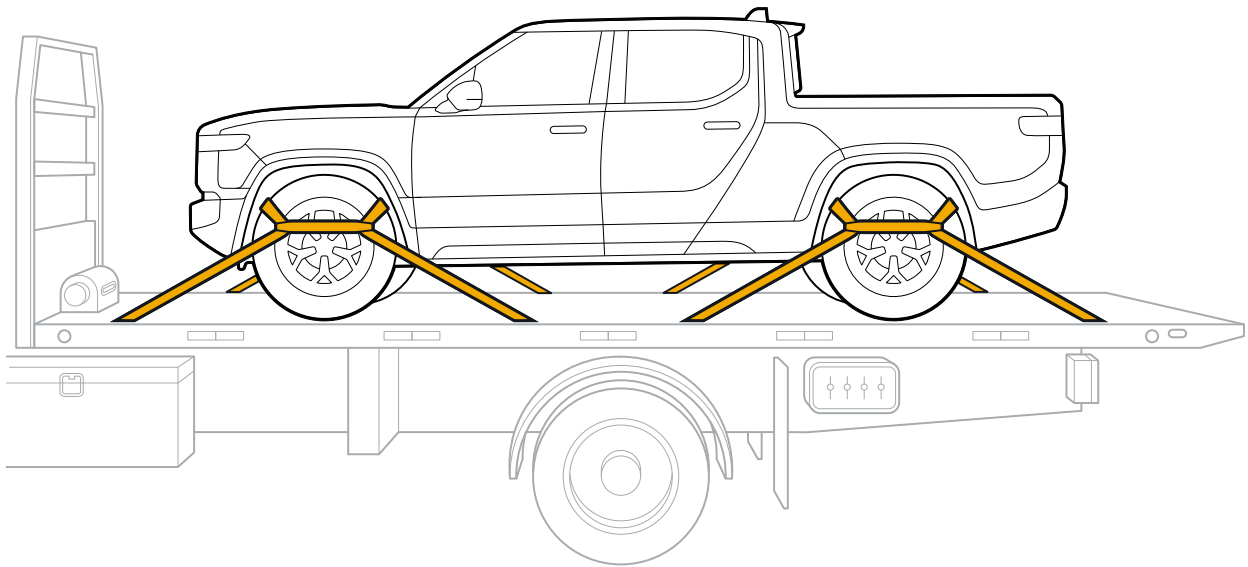
### R1S



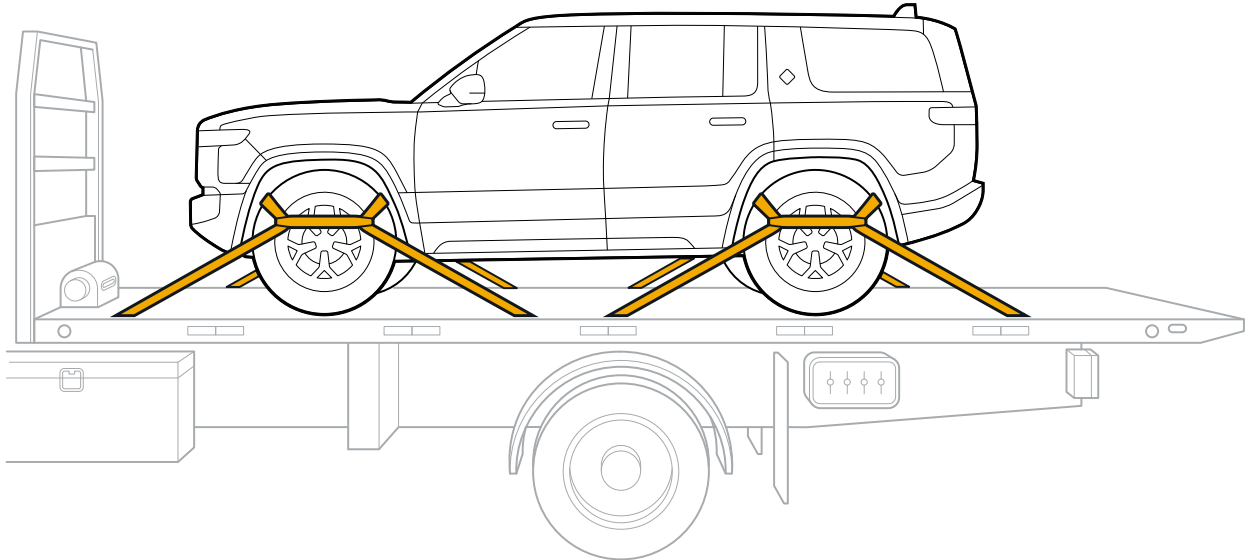


5. Tie down the vehicle using eight-point retention straps with two points of contact per corner.

### R1T



### R1S



CAUTION

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 the **Lowest** 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:

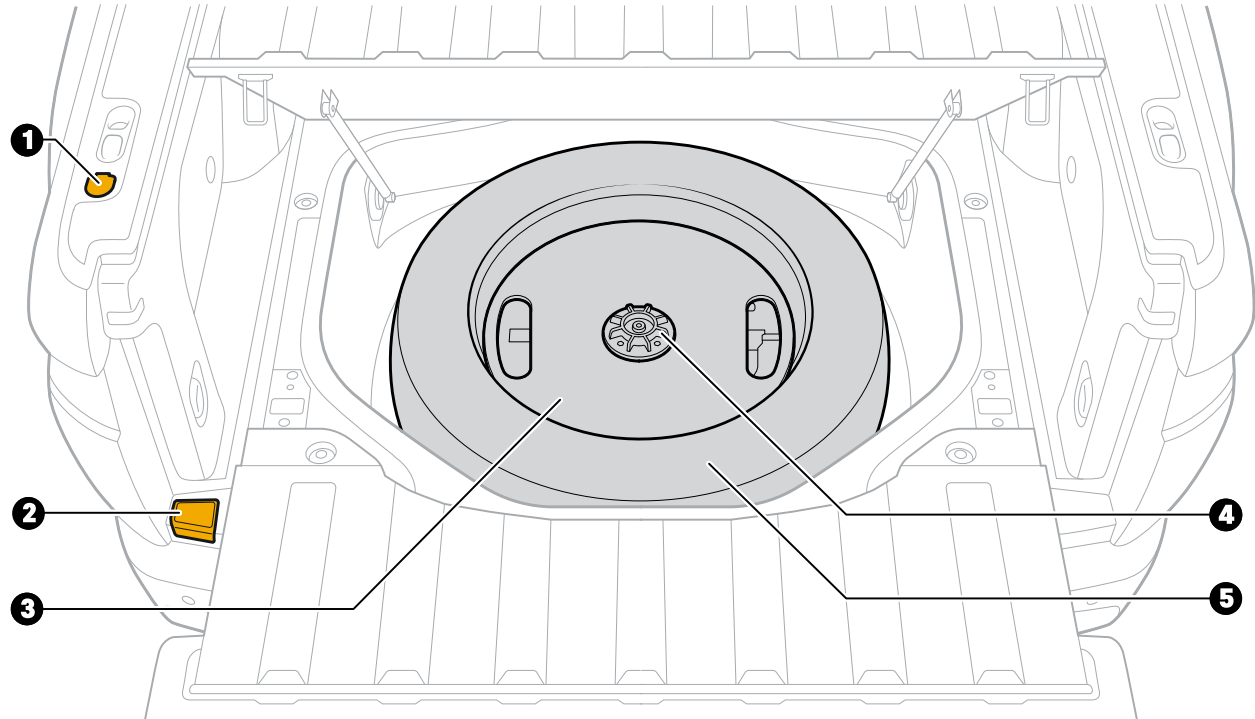
1. Find a safe, level location.
2. Ensure the vehicle is in **Park**.
3. Lower the vehicle to improve access to the spare tire compartment. Go to **Drive Modes**. Choose **Conserve**, and then choose **Lowest** under **Ride Height**.
4. Turn on the hazard lights.
5. Ensure all passengers exit the vehicle and stay in a safe location.
6. 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

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

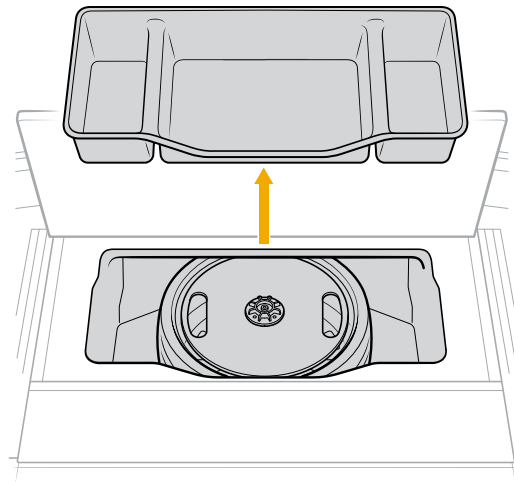
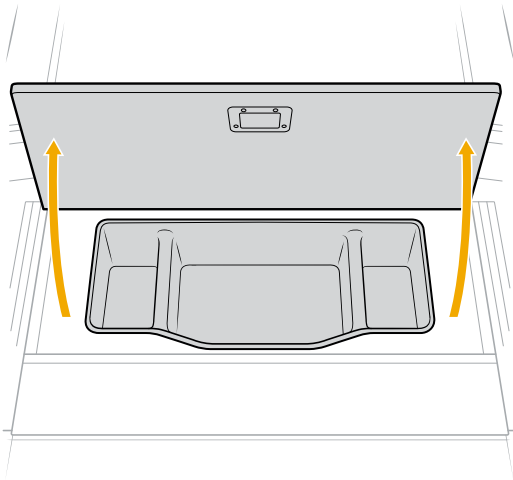


Item	Description
1	Tailgate release button
2	Spare tire compartment release lever
3	Tire jack kit
4	Spare tire wing nut
5	Spare tire

## INSTALL THE TIRE JACK

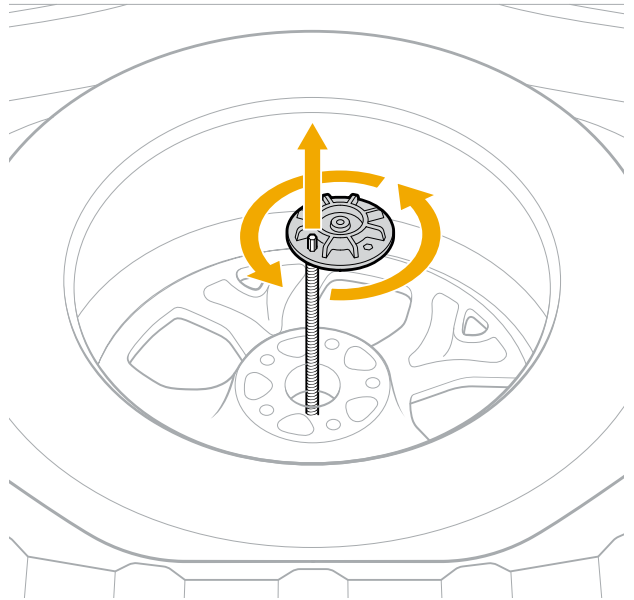
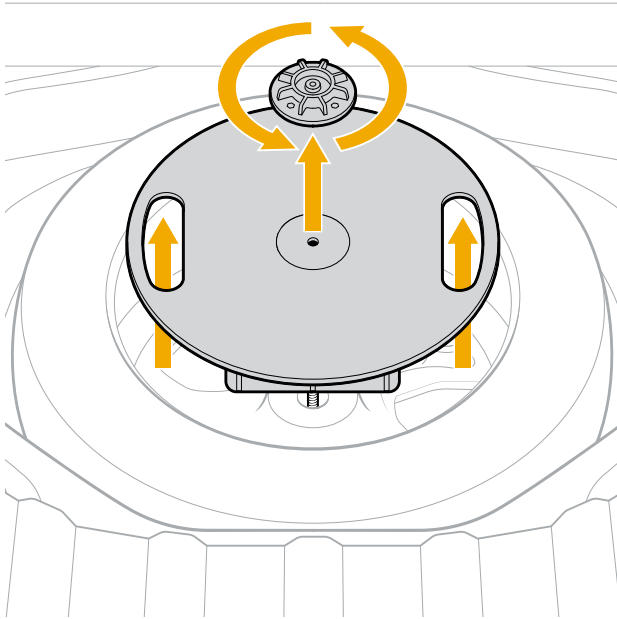
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- a. Ensure that the truck bed is empty, and that there aren't any objects on the lid.
  - b. Open the tailgate.
  - c. Lift the release lever to open the spare tire compartment. You can push the spare tire compartment lid to a vertical position if needed.
8. For R1S, access the spare tire compartment in the rear cargo area.
- a. Open the upper liftgate and tailgate.
  - b. Ensure the rear cargo area is empty.
  - c. Use the handle to lift the floor panel door.
  - d. Remove the cargo tray.

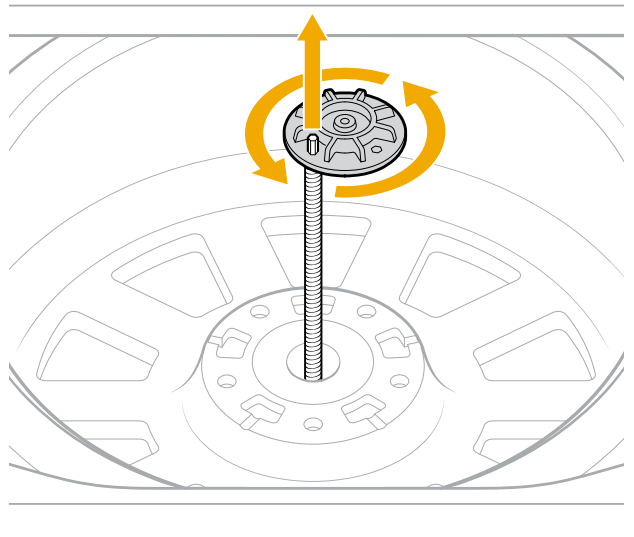
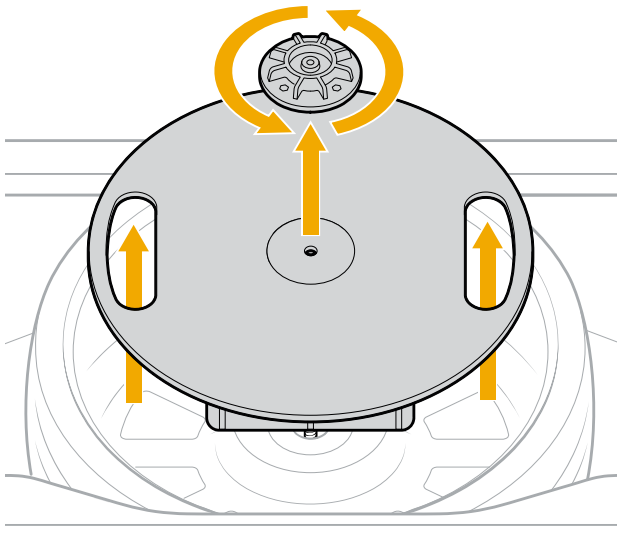


9. Remove the tire jack kit from the spare tire.
  - a. Unfasten the spare tire wing nut and remove the tire jack kit.
  - b. Use the hex hole on the spare tire wing nut to unscrew and remove the jack kit retention rod.

### R1T



### R1S



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

## INSTALL THE TIRE JACK

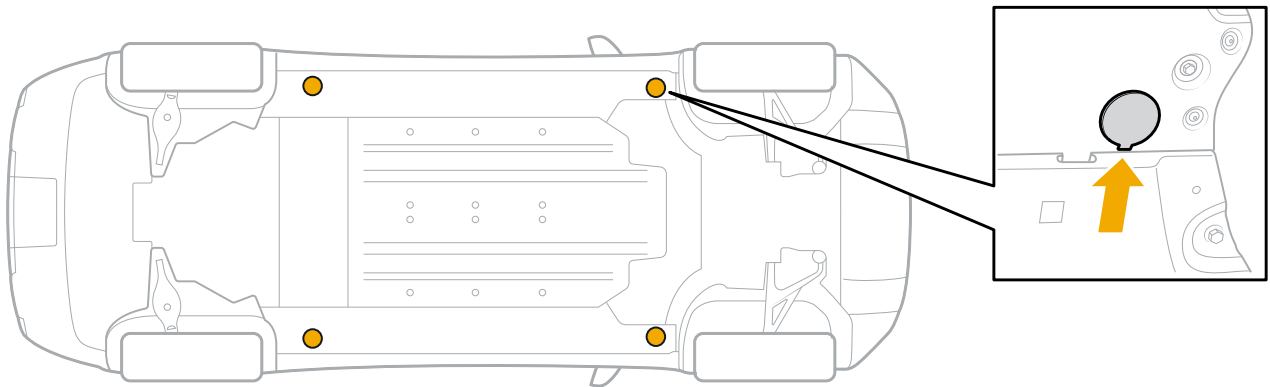
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11. Inflate the tire to the recommended pressure.
12. Go to **Drive Modes** in the center display. Choose **Off-Road**. Then choose **Max** under **Ride Height**.
13. Go to **Settings**. Choose **Vehicle**. Then choose **Service**. Turn on **Tire Change** mode.

### NOTE

Automatic suspension adjustments will pause with **Tire Change** mode on. You also can't adjust ride height with **Tire Change** mode on.

14. Locate the vehicle jack point. There are two jack points on each side under the rocker panel.



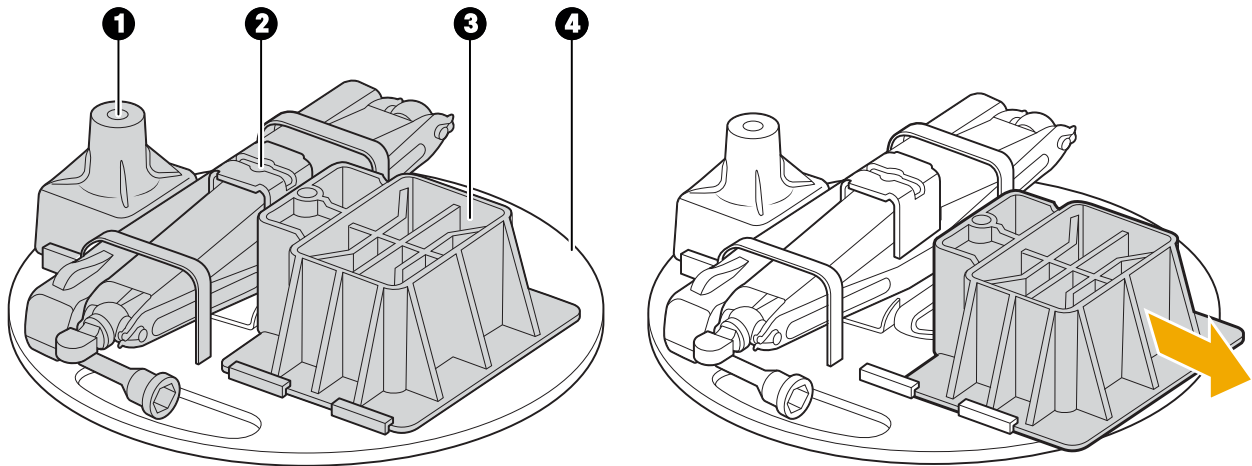
15. Remove the jack point cover by applying force to the inner edge.

## INSTALL THE TIRE JACK

16. 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



**CAUTION**

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.

## INSTALL THE TIRE JACK

---

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

### NOTE

Don't place the round storage plate under the tire jack.

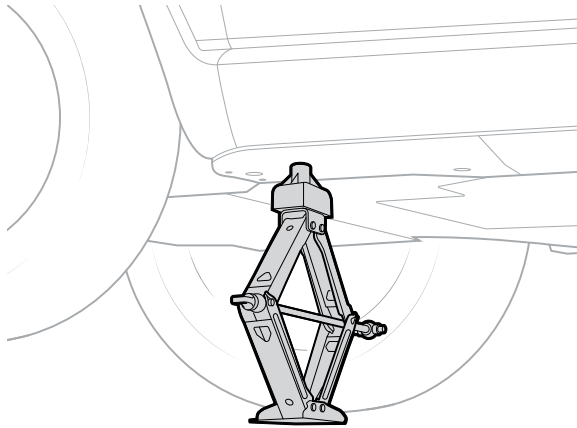
19. Raise the jack slightly to ensure that it's straight and the top of the jack aligns with the jack adaptor.

### NOTES

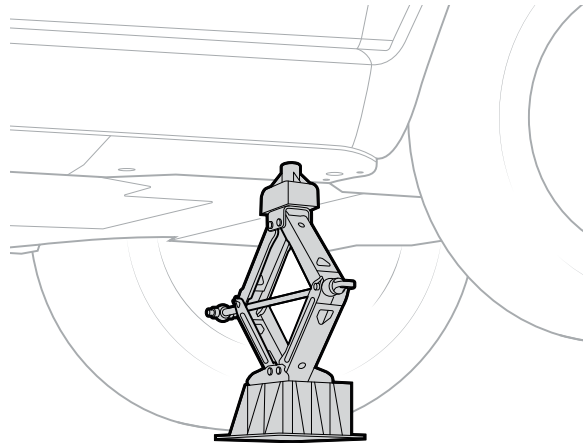
Use the tools provided with the tire jack kit to raise the jack. You don't need to use the extenders.

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



**DANGER**

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

Lift and remove the wheel as follows:

1. [Install the tire jack](#) (page 10) in the jack point and turn on Tire Change mode.
2. Raise the jack to lift the vehicle slightly, keeping the tire on the ground.
3. Loosen the lug nuts counter clockwise 1/2 turn with a lug wrench.



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:

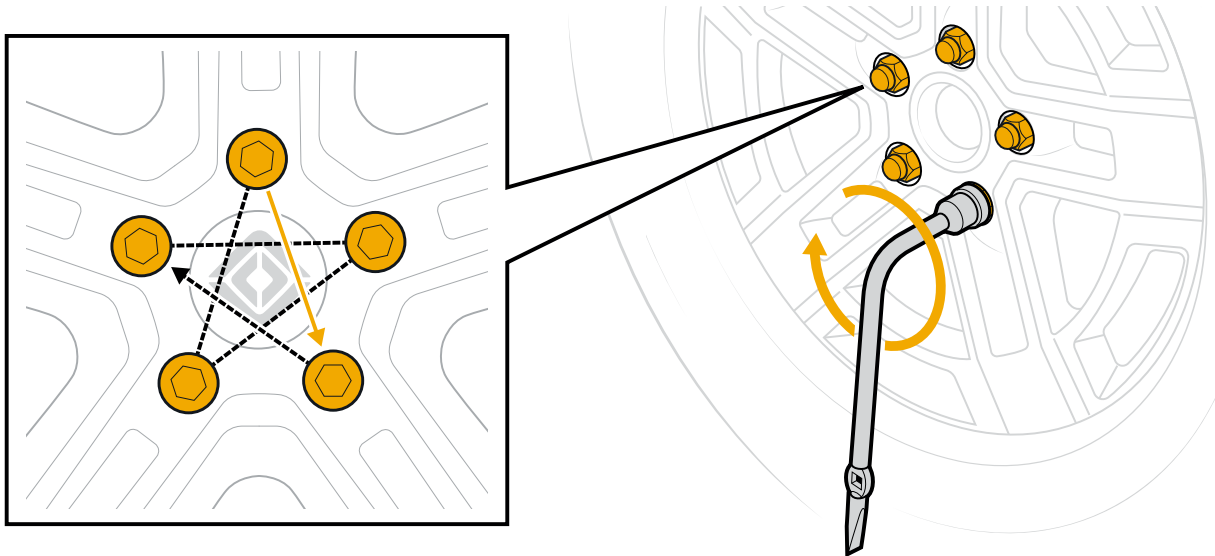
1. Lift the wheel and align the wheel studs with the holes in the rim.
2. Push the wheel onto the hub.

## **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. Go to **Settings** in the center display. Choose **Vehicle**. Then choose **Service**. Turn off **Tire Change** mode.
9. Lower the vehicle to improve access to the spare tire compartment. Go to **Drive Modes**. Choose **Conserve**, and then choose **Lowest** under **Ride Height**.
10. 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.
11. 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.
12. Choose your previous drive mode and ride height.
13. Repair or replace the removed tire once you've reached your destination.

# Lift the Vehicle

Before you lift the vehicle, you must remove the underbody panels if you don't have a Rivian-supplied tire jack or if you need to lift more than one tire.



Don't place a jack directly on the underbody panels or the vehicle battery.

## PREPARE TO LIFT THE VEHICLE

1. Ensure the vehicle is in **Park**.
2. If you're lifting one tire, 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.

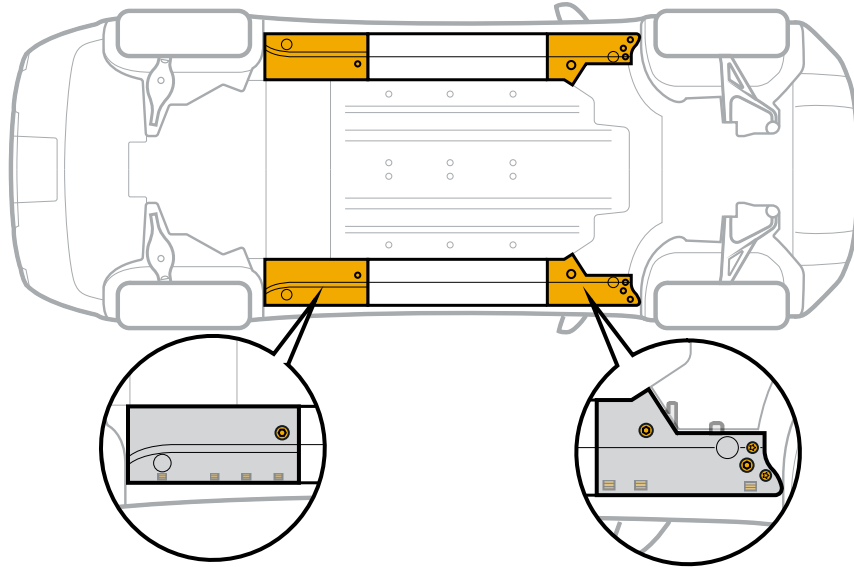
3. Go to **Drive Modes** in the center display. Choose **Off-Road**. Then choose **Max** under **Ride Height**.
4. Go to **Settings**. Choose **Vehicle**. Then choose **Service**. Turn on **Tire Change** mode.

### NOTE

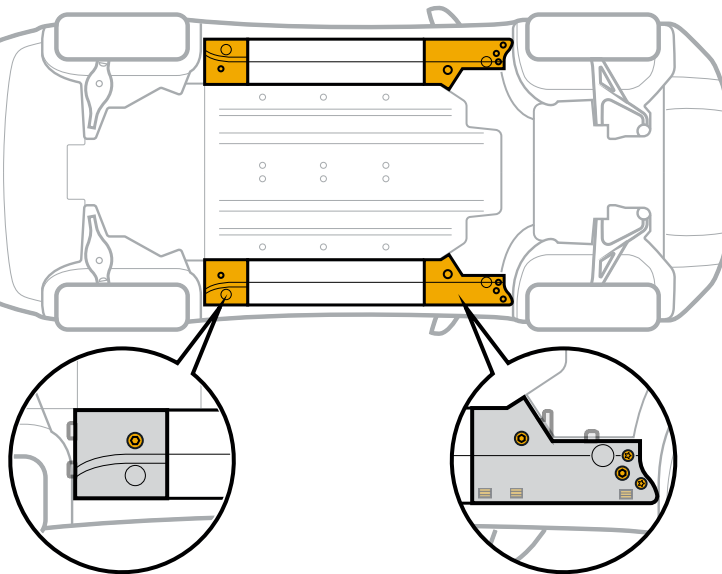
Automatic suspension adjustments will pause with **Tire Change** mode on. You also can't adjust ride height with **Tire Change** mode on.

5. Remove the underbody panels to access the frame rails. See [Remove the Front Panels](#) (page 21) and [Remove the Rear Panels](#) (page 22).

## R1T

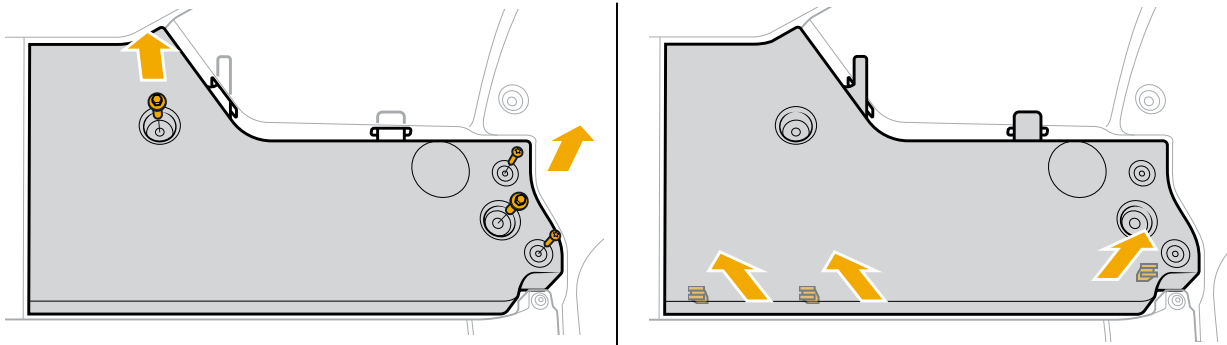


## R1S



## REMOVE THE FRONT PANELS

1. Remove the four bolts on the front panel.
  - a. Use a T20 Torx screwdriver to remove the two small bolts.
  - b. Use a 10 mm socket to remove the two large bolts.
  - c. Save the bolts for reinstallation.
2. Grab the outer edge of the panel and pull down gently to release the clips.

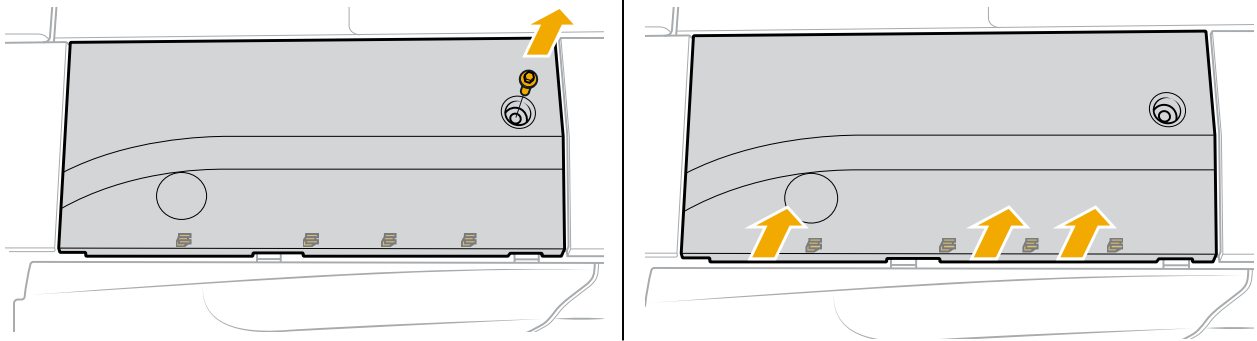


3. Pull down further to remove the panel from the double-sided tape. Save the panel for reinstallation.
4. Repeat for the other front panel as needed.

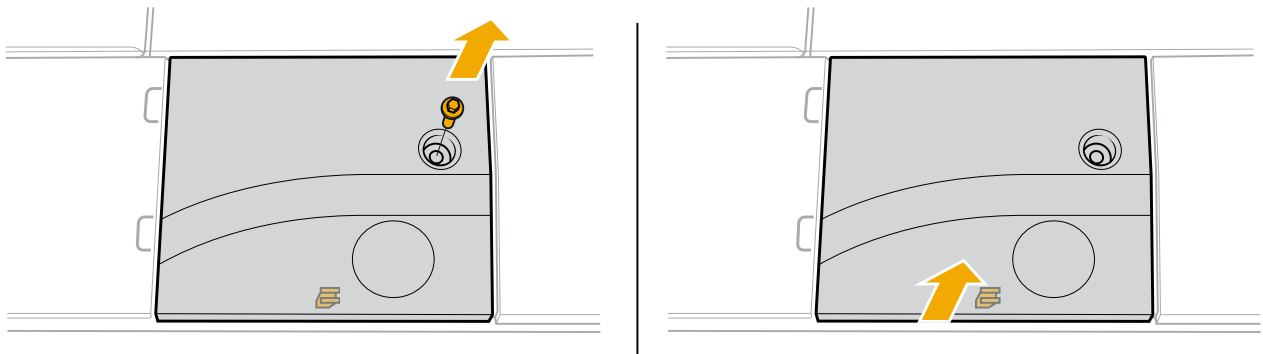
## REMOVE THE REAR PANELS

1. Use a 10 mm socket to remove one bolt from the rear panel. Save the bolt for reinstallation.
2. Grab the outer edge of the panel and pull down gently to release the clips.

### R1T



### R1S

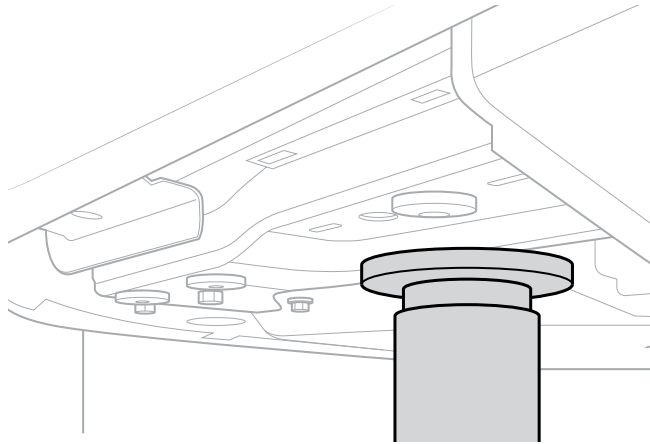


3. Pull down further to remove the panel from the double-sided tape. Save the panel for reinstallation.
4. Repeat for the other rear panel as needed.

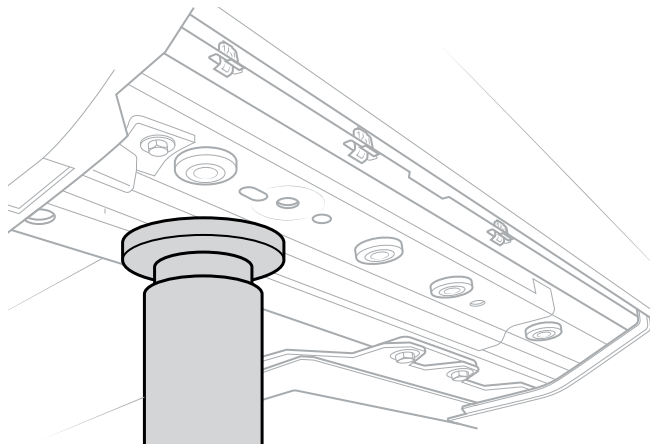
## JACK AND LIFT THE VEHICLE

1. Use a jack that is rated to lift at least 3 tons with 23 in (59 cm) of range.
2. Use a rubber pad to protect the underbody finish.
3. Place the jack under the lift point on the frame rail.

### FRONT



### REAR



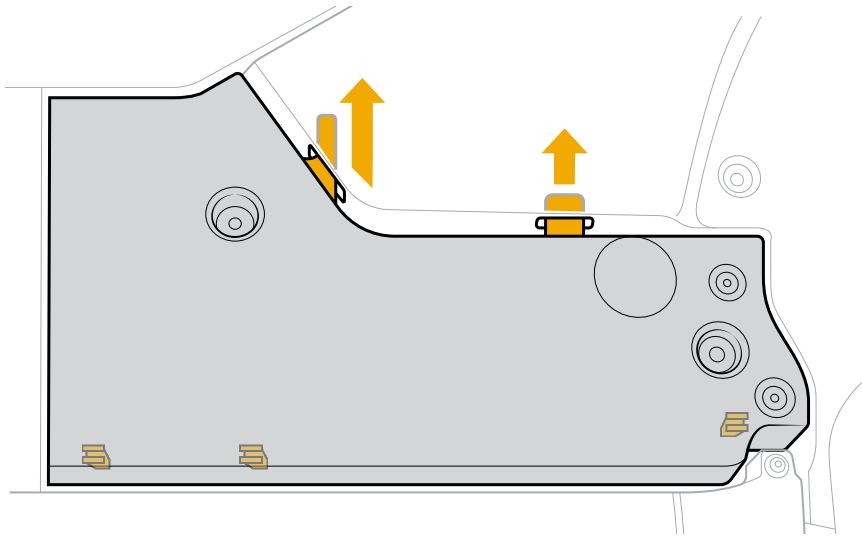


Don't place any part of your body under the vehicle while it's lifted.

4. Follow the instructions included with the jack to raise and lower the vehicle.

## REINSTALL THE PANELS

1. Clean the frame rail surface with an alcohol swab or wipe to ensure the double-sided tape will adhere.
2. Reinstall the panels.
  - a. Align the tabs on the panel to the slots on the vehicle.



- b. Secure the clips on the panel.

### NOTE

If any clips are broken, contact [Rivian Service](#) to replace the panel. Secure the panel with the remaining clips and the bolts until a replacement is available.

- c. Reinstall the large and small bolts on each front panel.
  - d. Reinstall the bolt on each rear panel.
3. Go to **Settings**. Choose **Vehicle**. Then choose **Service**. Turn off **Tire Change** mode.
  4. Choose your previous drive mode and ride height.



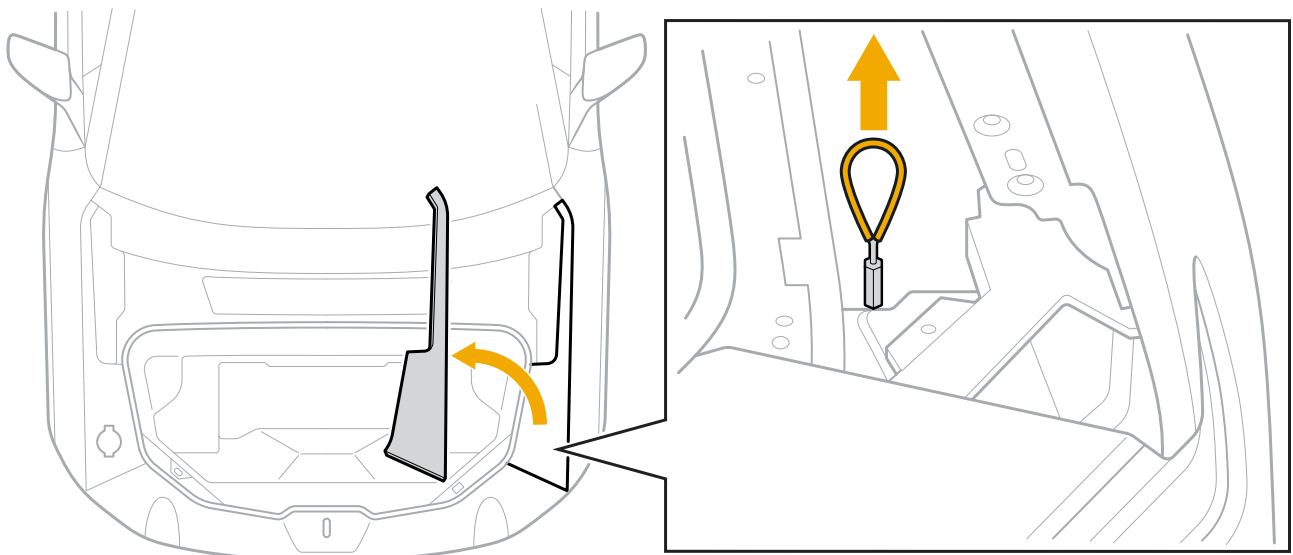
# Manually Release the Charge Plug

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:

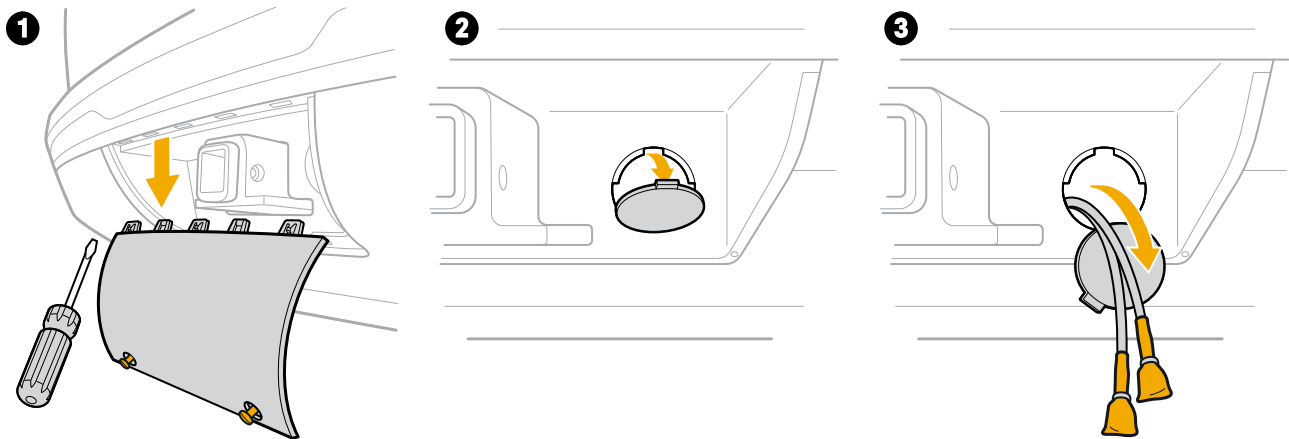
- The doors and storage areas don't unlock.
- The vehicle doesn't respond to the key fob.
- The lighting doesn't illuminate.
- The displays don't turn on.



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.

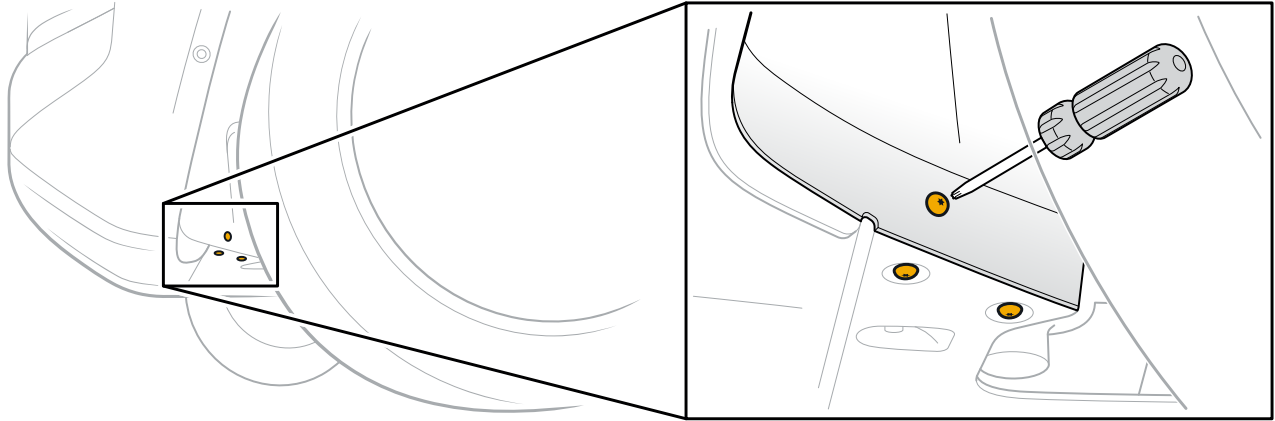
### NOTES

- You may need to [reset the vehicle](#) (page 29) after it powers on.
- If the vehicle battery has drained completely, you may need to [transport the vehicle](#) (page 4) to a Rivian Service Center.

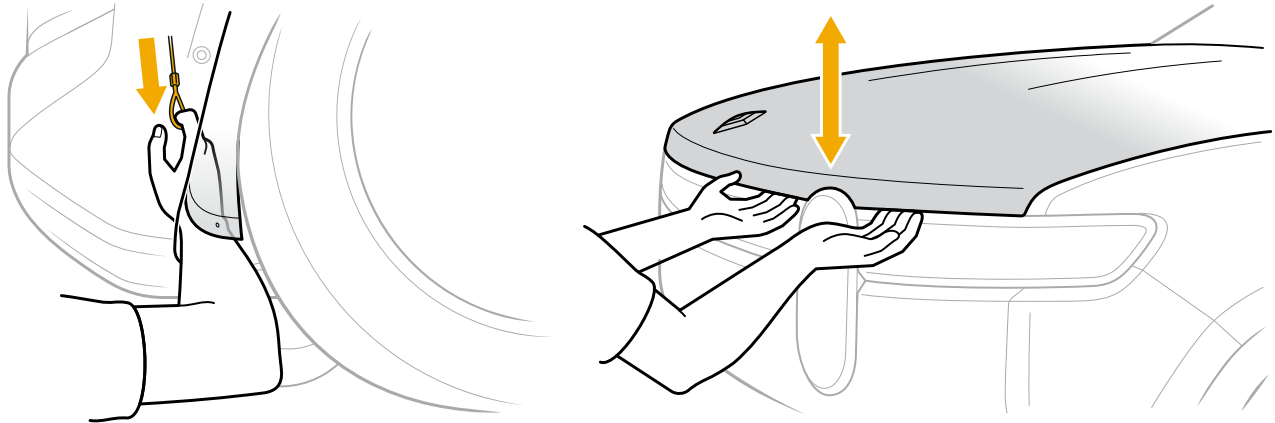
# Manually Open the Hood

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.



# Perform a Reset

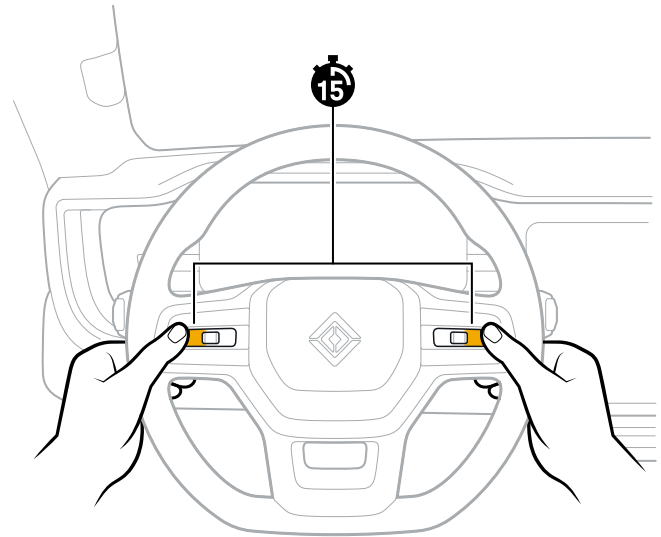
## RESET THE DISPLAYS

If one or both displays are not working normally, 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



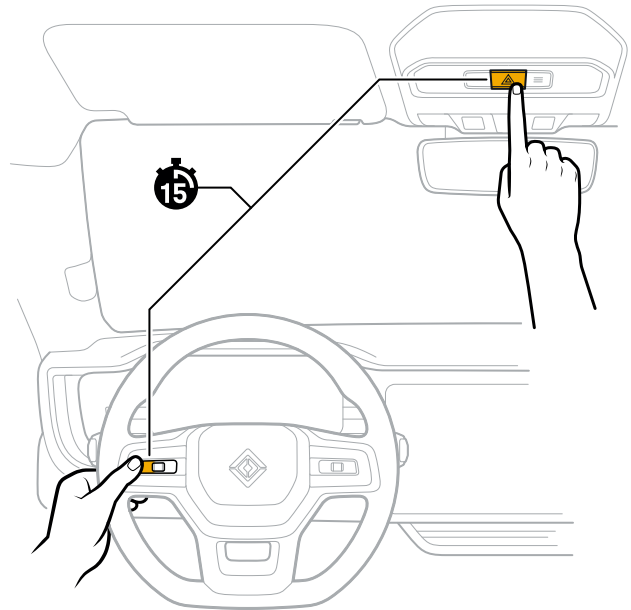
Contact [Rivian Service](#) before you reset the vehicle.

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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(888) RIVIAN1 / (888) 748-4261  
[customerservice@rivian.com](mailto:customerservice@rivian.com)  
[rivian.com](https://rivian.com) Support Center and Chat

## Insurance

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(888) RIVIAN8 / (888) 748-4268

## Roadside Assistance 24/7

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(844) RIVIAN4 / (844) 748-4264

## Service 24/7

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(855) RIVIAN5 / (855) 748-4265