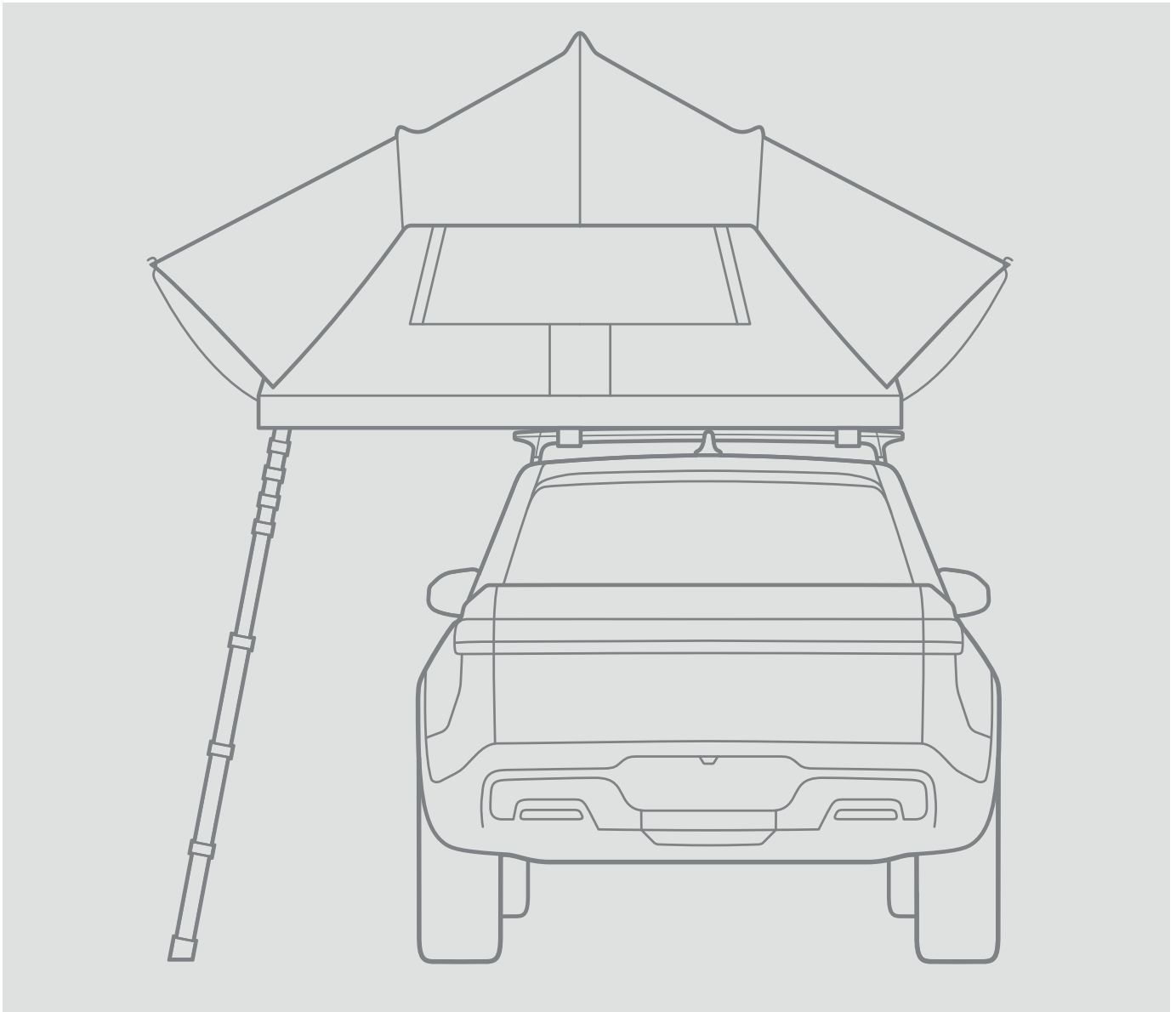


Adventure Gear

# Limited Warranty Guide





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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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# Consumer Information

## Rivian's Consumer Assistance Process

Rivian is dedicated to achieving the highest level of consumer satisfaction. Rivian is in the best position to help you with your service and repair needs. To obtain warranty service, contact Rivian Customer Service.

Rivian will then communicate with you to:

1. Determine the optimal repair, service, or both for the products and if the repair or service is covered under warranty.
2. Determine the most convenient repair and service location, date and time.
3. Provide an estimated duration of repair and service.

For covered products that cannot be easily removed from your vehicle, Rivian will offer you alternative transportation for the duration of the warranty repair free of charge for certain repair lengths. When Rivian notifies you that repairs, service, or both, have been completed, you are responsible for picking up the vehicle in a timely manner. If you cannot pick up the vehicle in a timely manner, you are responsible for coordinating with the Rivian Service Centre. Failure to do so will result in additional charges not covered under warranty. Typical charges could include storage fees. Local, state, or provincial authorities may require taxes be paid for warranty repairs and services. Rivian is not responsible for any taxes on warranty repair and warranty services.

## Contacting Rivian Customer Service

Contact Rivian's Customer Service team through any of the following methods:

- The Rivian app.
- Email [customerservice.ca@rivian.com](mailto:customerservice.ca@rivian.com).
- Call [+1 \(844\) RIVIAN1](tel:+1844RIVIAN1) / [+1 \(844\) 748-4261](tel:+18447484261).
- Go to <https://rivian.com/support> and use the chat option.

# General Warranty Provisions and Terms

## Warrantor

Rivian Automotive, LLC (“Rivian”) will provide repairs to Rivian Adventure Gear during the applicable warranty period in accordance with the terms, conditions, and limitations defined in this Warranty Guide. The warranties in this Warranty Guide apply to Adventure Gear purchased with your Rivian vehicle or separately from Rivian.

Rivian Automotive, LLC  
14600 Myford Road  
Irvine, CA 92606  
United States  
[customerservice.ca@rivian.com](mailto:customerservice.ca@rivian.com)

## Limitations and Disclaimers

### Limitations and Disclaimers

The warranties in this Warranty Guide are the only express warranties made in connection with Rivian Adventure Gear.

Warranties and conditions arising under provincial and federal law including but not limited to implied warranties and conditions of sale, durability, or those otherwise arising in the course of dealing or usage of trade, shall be limited in duration to the fullest extent allowable by law, or limited in duration to the term of the Adventure Gear Limited Warranty for such jurisdictions which do not allow a limitation on the duration.

## Rivian Adventure Gear Products Covered

The warranties in this Warranty Guide apply to Rivian Adventure Gear sold by Rivian in Canada. Warranty service is provided exclusively at Rivian Service Centres in Canada and the 50 United States and Washington D.C. For the locations of Rivian Service Centres, please visit <https://rivian.com/support/article/where-are-rivian-service-centers-located>.

## Multiple Warranty Conditions

Warranty terms and conditions may vary depending on the part or system covered. A warranty for specific parts or systems is governed by the terms in the applicable warranty section and other general provisions in the Warranty Guide section below.

## Warranty Transfer

The warranties described in this Warranty Guide may be transferable to subsequent lawful purchasers of Rivian Adventure Gear after the first retail purchase. Subsequent purchasers should contact Rivian, before purchase, to determine the warranty coverage and whether any coverage has been voided.

# Adventure Gear Limited Warranty

This Warranty Guide provides a 2-year warranty from the date of delivery with proof of purchase. Coverage includes the repair or replacement of an applicable Rivian product found to be defective in materials or workmanship under normal operation and use.

Exclusions and Limitations Apply:

- Coverage does not include ordinary wear and tear, or damage caused by improper use or accidents.
- Any part replaced under the terms of this Warranty Guide shall become the property of Rivian.

## Exclusions and Limitations

This Warranty Guide does not apply in the following situations:

- The covered products are modified without Rivian's written approval.
- The covered products are repaired in a way that is inconsistent with Rivian service requirements.
- The covered products are subjected to unusual physical, thermal, or electrical stress; racing; overloading; improper installation; misuse; abuse; accident; fire; floods; or negligent use, storage, transportation, or handling.
- The vehicle or covered product is used primarily for business or commercial purposes.

In addition, damage or the malfunction of Rivian covered products or any of its component parts are not covered under this Warranty Guide when caused by the following:

- Lack of routine maintenance as set forth in the Owner's Guide for your vehicle.
- Lack of repair or failure to repair in a timely manner.
- Failure to observe and comply with all field service action notifications.
- Winching, towing or transporting in an improper manner.
- Theft or other criminal activity.
- Collisions, crashes, and objects striking the covered products.
- Using the covered products for purposes other than those for which it was designed.

In addition, this Warranty Guide does not cover any of the following:

- Normal noise, vibration, and harshness, including but not limited to road noise and vibration, and general creaks, squeaks, and rattles not associated with material or workmanship defects.
- Wear and tear or deterioration because of age, kilometres driven, environmental exposure and chemical processes under dynamic operation, stationary conditions, use, and non-use.

## Voided Warranty

Complying with the Owner's Guide, this Warranty Guide, and any future field service action notifications for the Adventure Gear is important to maintain warranty coverage. This Adventure Gear Limited Warranty may be voided if the instructions in those documents, or possible future field service actions, are not followed. These instructions include, but are not limited to, compliance with field service action notifications, proper use, repair and maintenance requirements, and software updates.

If your Adventure Gear leaves Canada or the 50 United States and Washington D.C., for warranty purposes:

- Except where specifically required by law, there is no warranty coverage for this Adventure Gear if it is sold or registered outside of Canada or the 50 United States and Washington D.C.

Although Rivian does not require that all service or repairs be made at a Rivian-authorized repair facility or other authorized repair channel, the Adventure Gear Limited Warranty may be voided in whole or in part due to improper maintenance, service or repair.



# Other Limited Warranties

In addition to the warranties described in this guide, the following limited warranties are also available.

## Küat Limited Warranty

The Küat products purchased from Rivian are warranted by their manufacturer which include the products listed below. Warranty details for a particular product are outlined in the applicable Küat warranty statement found on their website. The Küat Limited Warranty is only available to the original purchaser of the Küat product.

- Küat Piston SR + Quick Connect Mounts

To obtain warranty service for your original equipment of Küat Products, you may contact Rivian Customer Service for assistance or contact Küat directly.

Küat

Phone: [+1 \(877\) 822-5828](tel:+18778225828)

Website: <https://www.Kuat.com/forms/warranty-claim/>

Warranty Brochure: <https://www.Kuat.com/warranty/>

## MAXTRAX Limited Warranty

The Maxtrax products purchased with your new Rivian are warranted by their manufacturer which include the products listed below. Warranty details for a particular product are detailed in the applicable Maxtrax warranty statement found on their website.

- Rivian x MAXTRAX Off-Road Recovery Boards
- Rivian X MAXTRAX Off-Road Recovery Mounts

To obtain warranty service for your original MAXTRAX Products, you may contact Rivian Customer Service for assistance or contact MAXTRAX directly:

MAXTRAX

Phone: [+61 7-3265-7777](tel:+61732657777) (M–F 8 a.m.–4 p.m. EST)

Email: [warranty@maxtrax.com.au](mailto:warranty@maxtrax.com.au)

Website: <https://www.maxtrax.com.au/rivianwarranty>

## Yakima Limited Warranty

The Yakima products purchased with your new Rivian are warranted by their manufacturer which include the products listed below. Warranty details for a particular product are detailed in the applicable Yakima warranty statement found on their website.

- Yakima HighRoad Bike Mount
- Yakima JayLow Kayak Mount
- Yakima FatCat Evo6 Ski & Snowboard Mount
- Yakima SUPDawg SUP & Surfboard Mount

To obtain warranty service for your original equipment Yakima products, you may contact Rivian Customer Service for assistance or contact Yakima directly.

Yakima

Phone: [+1 \(888\) 925-4621](tel:+1(888)925-4621) (Mon–Fri 7 a.m.–5 p.m. PST)

Email: [Support@yakima.com](mailto:Support@yakima.com)

Website: [Yakima.com/support](https://Yakima.com/support)

Warranty Brochure: [www.Yakima.com/lifetime-warranty](https://www.Yakima.com/lifetime-warranty)

## Pirelli Tire Limited Warranty

The tires that come with the Wheel and Tire Configuration are warranted by their manufacturer. Limited warranty details for a particular tire manufacture are detailed in the applicable tire manufacturer's limited warranty statement found on their website provided below.

To obtain warranty service for your tires that are part of the Wheel and Tire Configuration, you may contact Rivian Customer Service for assistance or take the tire to an authorized dealer of the Manufacturer.

## Original Equipment Tire Manufacturers

Pirelli Tire, LLC  
Consumer Affairs Group  
100 Pirelli Drive Rome, GA 30161  
United States

Phone: [+1 \(800\) 747-3554](tel:+1(800)747-3554)

Email: [consumer.affairs@pirelli.com](mailto:consumer.affairs@pirelli.com)

Website: [www.ca.pirelli.com](https://www.ca.pirelli.com)

Warranty Brochure: <https://www.pirelli.com/tires/en-ca/car/tire-warranty>

# Exchange Parts

Warranty repairs may be resolved by using exchanged parts with the intent to reduce the amount of time you are without your covered products. New, reconditioned, remanufactured, or repaired parts may be used in this exchange service. In any case, all exchanged parts will have the same limited warranty as service parts and meet Rivian standards. The decision whether to repair, replace, or provide remanufactured parts, along with the condition of the replacement parts, is reserved for Rivian at the sole discretion of Rivian.

# Production Changes

Production changes or upgrades to new covered products do not obligate Rivian to update covered products already built with component parts of a different type or design, so long as the covered products function properly with the repair, adjustment, or installation of replacement parts under the warranty.

This Warranty Guide will be updated with a new effective date, shown on the title page, if any warranty terms have changed. The new warranty terms will only apply to covered products sold after that date.

Nothing in this Warranty Guide should be construed as requiring defective parts to be replaced with parts of a different type or design than the original part, so long as the covered products function properly with the replacement part.

# Modifications and Waivers

Rivian may cover more service and repair costs than are necessary as detailed in the Warranty Guide. In some cases, Rivian choosing to offer to pay for services and repairs beyond the limited warranty are known as “adjustment programs.” In the event Rivian initiates an adjustment program, Rivian will attempt to contact owners of registered covered products that are affected. Owners may contact Rivian to determine if their products are covered in a broader adjustment program. The choice to use adjustment programs does not affect Rivian’s right to pay for repair and services beyond warranty requirements on a case-by-case basis.

Rivian reserves the right to perform additional services, make changes to covered products, and pay for service and repairs beyond those covered in the Warranty Guide without incurring any obligation on Rivian to perform similar actions on other covered products. This Warranty Guide does not imply any Rivian covered products are expected to contain defects or are completely free from defects. Defects may be unintentionally introduced into covered products during the design and manufacturing processes. Such defects could result in the need for repairs. For this reason, Rivian provides this Adventure Gear Limited Warranty to remedy any such manufacturing defects that result in covered products component part malfunction or failure during the warranty period.