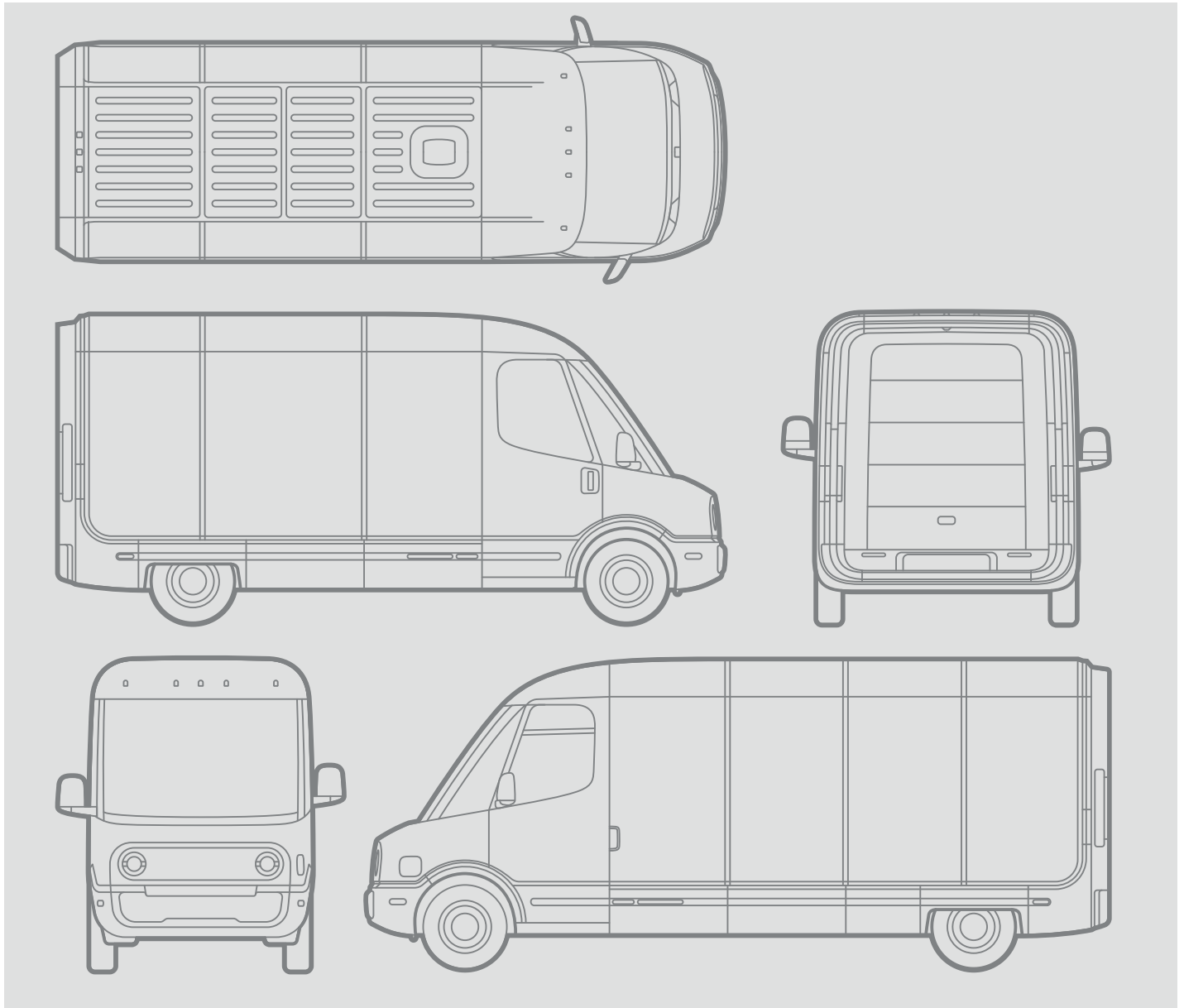




Electric Delivery Van

# Tow Operator Guide



# RIVIAN

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Some features may not be available depending on your vehicle configuration or region.

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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# Transport the Vehicle

## Prepare the Vehicle for Towing



### WARNING

- Only transport the vehicle on a flatbed tow truck with a 21 ft (6.4 m) minimum flatbed length.
- Fire hazard. Towing Rivian vehicles with any wheels on the ground can lead to significant damage and overheating. Extreme overheating can cause a fire.
- Damage caused by improper towing is not covered under warranty.
- Be aware of overhead clearance limits. The vehicle height is 9 ft 7 in (2.92 m).

1. Ensure the front wheels face forward and are parallel with the vehicle.
2. Put the vehicle in **P** (Park) and hold the button on the end of the drive stalk for 5 seconds.

### NOTE

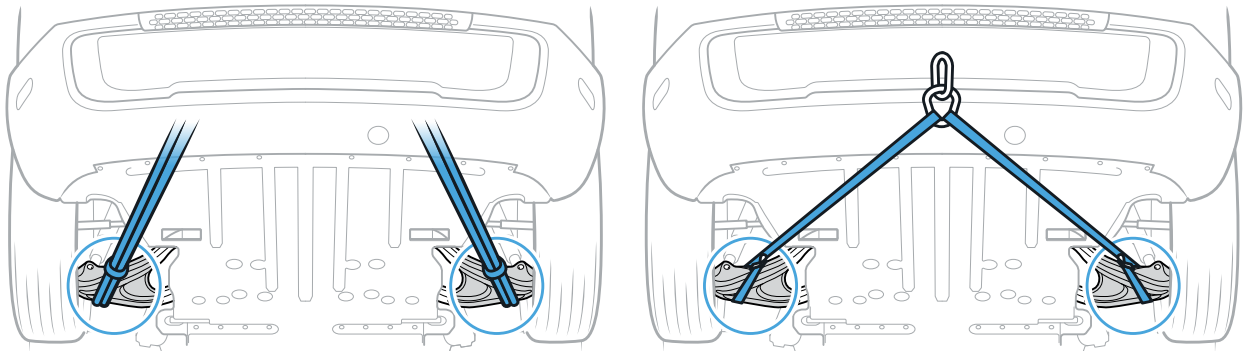
When the electronic parking brake is engaged, the **P** (Park) status indicator appears on the driver display. You can turn off the electronic parking brake by going to **Safety > Park brake release > Start release**.

3. Chock the wheels.
4. 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 the tow eye to connect to the tow truck and don't use j-hooks to connect to any suspension components.



5. Press and hold the brake pedal.
6. 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.

7. 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

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 in **P** (Park) and hold the button on the end of the drive stalk for 5 seconds.

### NOTE

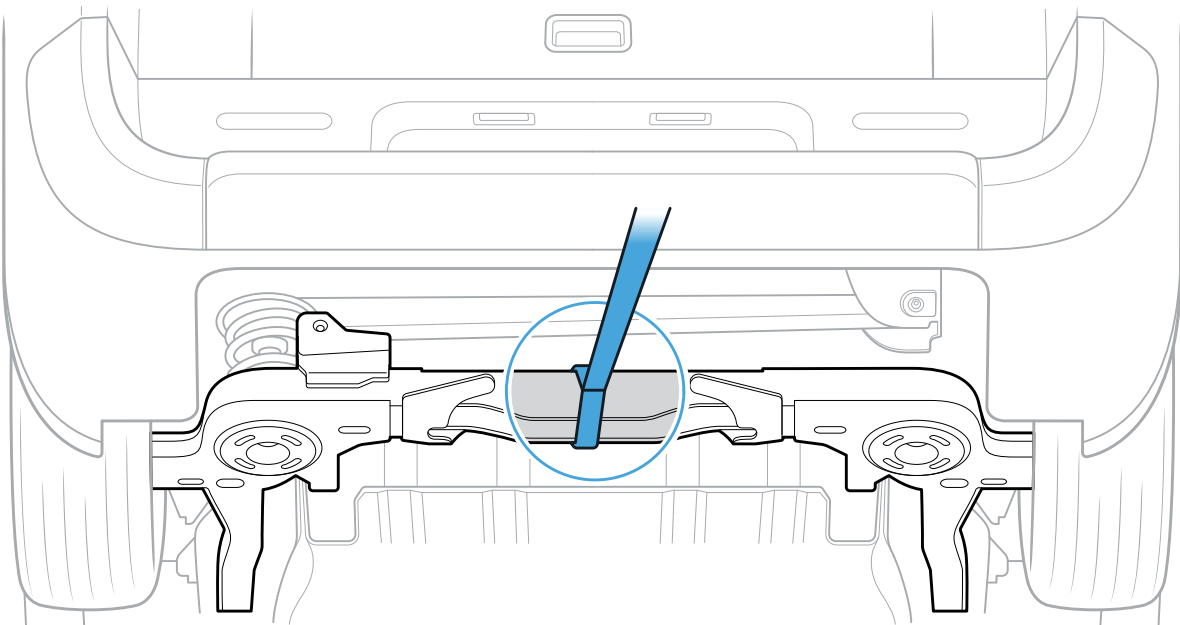
When the electronic parking brake is engaged, the **P** (Park) status indicator appears on the driver display. You can turn off the electronic parking brake by going to **Safety > Park brake release > Start release**.

3. Chock the wheels.
4. 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 rear bumper step to connect to the tow truck.



5. Press and hold the brake pedal.
6. 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.

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

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



## Lift the Rear Wheels

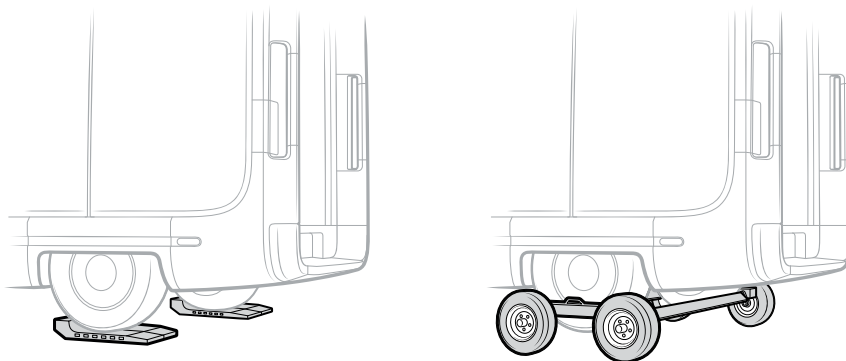
If you can't release the electronic park brake, lift the rear wheels to load the vehicle onto the tow truck.



### **DANGER**

Because the parking brake is connected to the rear axle, there is no other mechanism to hold the vehicle in place when the rear wheels are lifted. This could result in the vehicle rolling away or into the operator, particularly on a non-flat surface. For this reason, always secure the vehicle and connect it 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.



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**

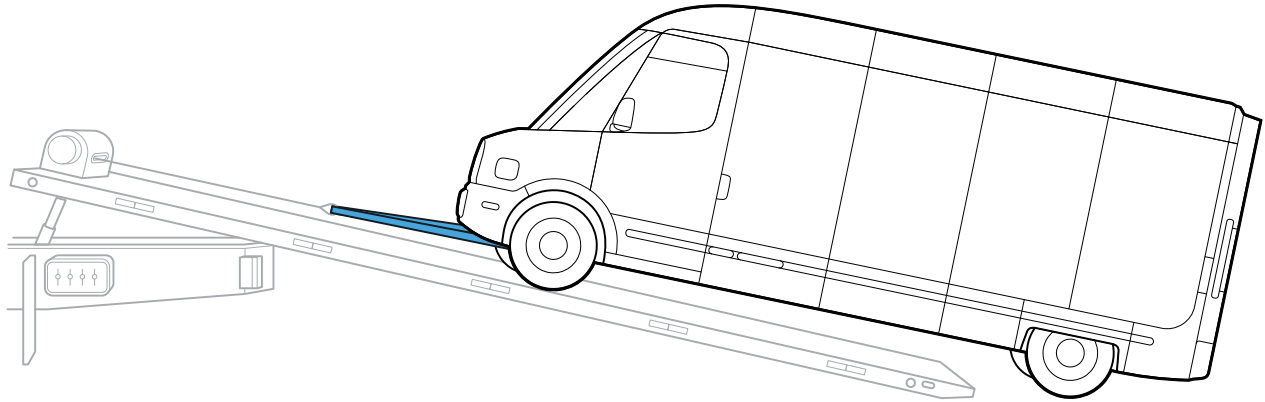
If using skates, use the skates to pull the vehicle all the way up the tow truck ramp.



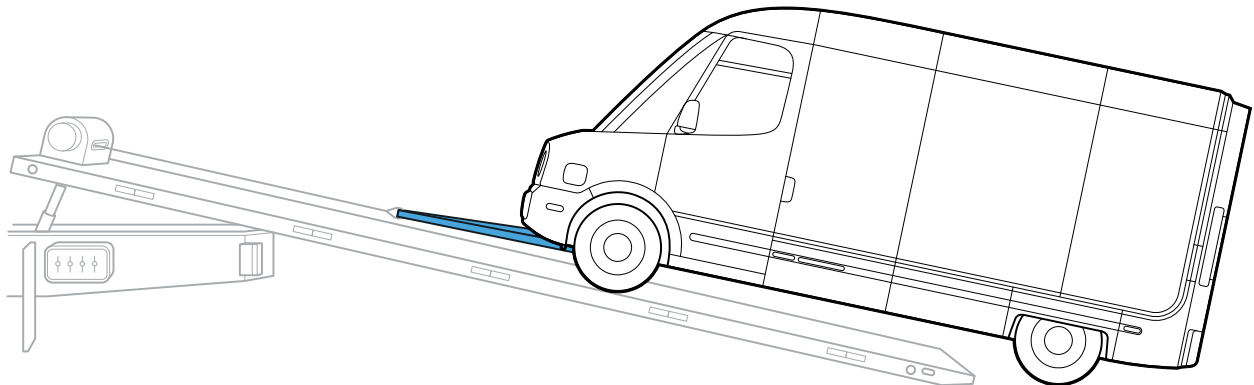
## Load the Vehicle onto the Tow Truck

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 bed.

### EDV 700



### EDV 500



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

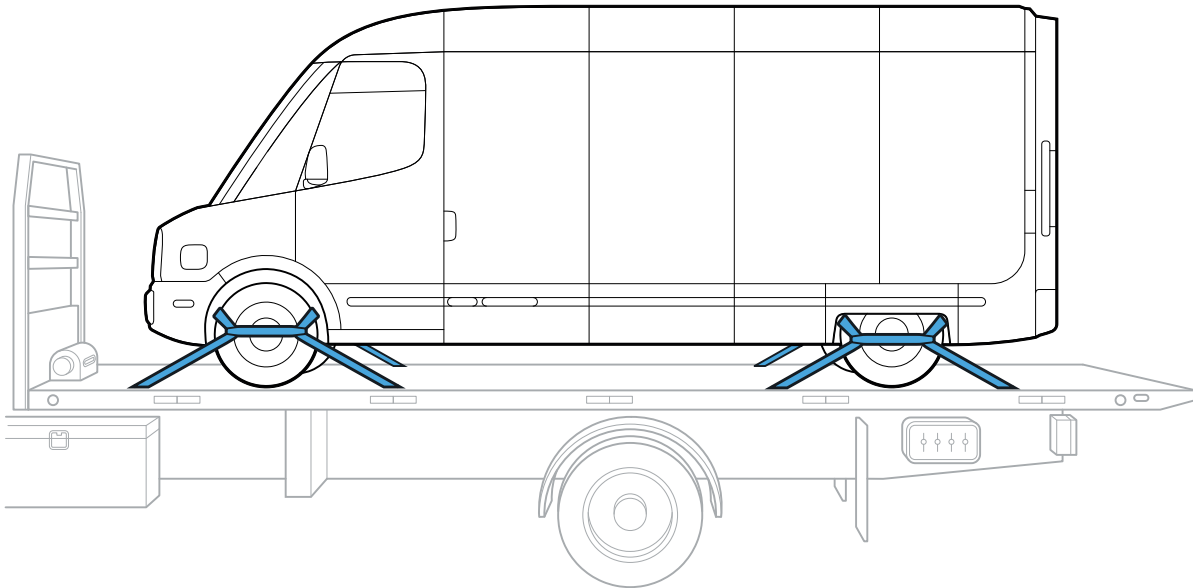
#### NOTE

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

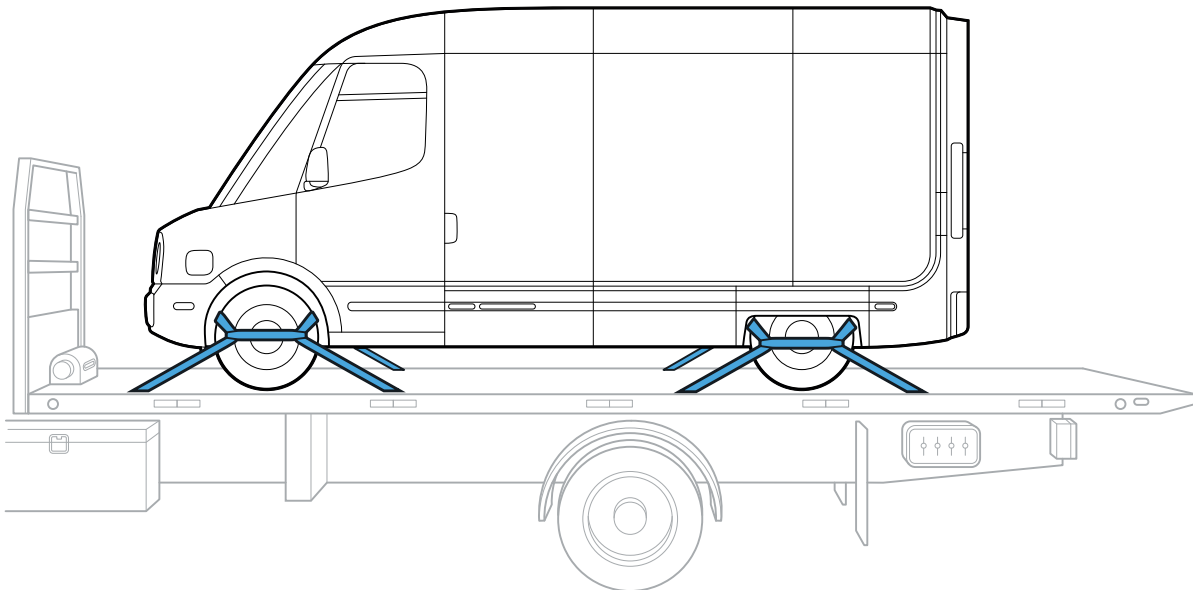


5. Tie down the vehicle using eight-point retention straps with two points of contact per corner.

### EDV 700



### EDV 500



#### CAUTION

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

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



# Tire Change

## Prepare the Vehicle



### DANGER

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

### IMPORTANT

Ensure that you have the following tools:

- Pro Eagle jack rated to lift 3 tons
- Rivian jack stand (TSN00597) and jack adapter (TSN01177)  
or
- Rivian jack rod (TSN01284) and Pro Eagle jack extender (included with jack)
- Wheel chocks
- Lug nut torque wrench, 1/2-inch drive, 70 to 350 Nm
- 6-point deep impact socket, 1/2-inch square drive, 22 mm
- 1/2-inch breaker bar
- Clip removal tool

To order Rivian tire service tools, go to <https://rivianservicetools.com>.

1. Find a safe, level location. Ensure the surface is flat, firm, and high-friction.
2. Put the vehicle in **P** (Park) and hold the button on the end of the drive stalk for 5 seconds.

### NOTE

When the electronic parking brake is engaged, the **P** (Park) status indicator appears on the driver display. You can turn off the electronic parking brake by going to **Safety > Park brake release > Start release**.

3. Turn on the hazard lights.
4. Remove heavy objects from the cargo area.

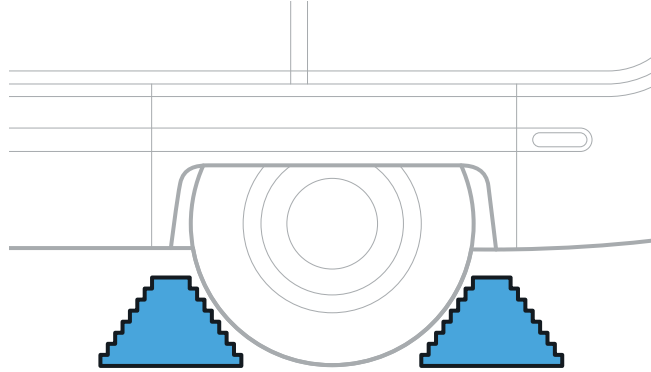


### CAUTION

Heavy objects can change the vehicle's center of gravity and reduce stability while it is lifted.

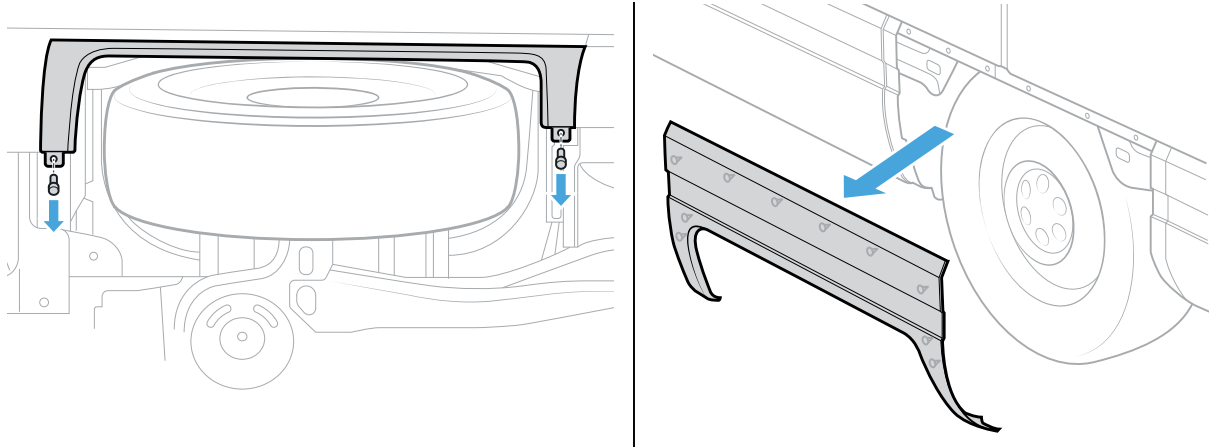


5. Secure the vehicle using wheel chocks on the diagonally opposite tire.



6. If you are replacing a rear tire, remove the wheel cladding panel by pulling it away from the vehicle. While pulling the panel, use the clip removal tool to release the following clips:

- Two clips at the bottom
- Six clips at the top
- Two clips on each side

**IMPORTANT**

If a clip is damaged or broken during removal, replace it before reinstalling the rear cladding. To order additional clips, contact a Rivian Service Center.

Clip quantities and part numbers are listed below.

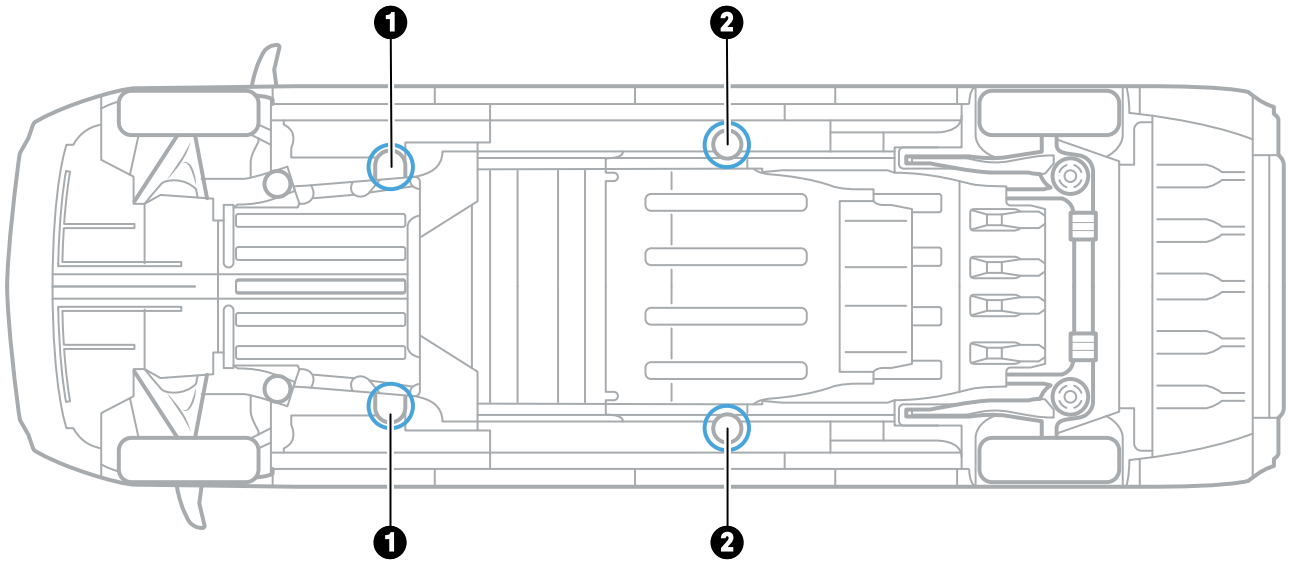
- Top clips (x6): SC000028247-A
- Bottom clips (x2): SC0007102-A
- Side clips (x4): SC0006383-A



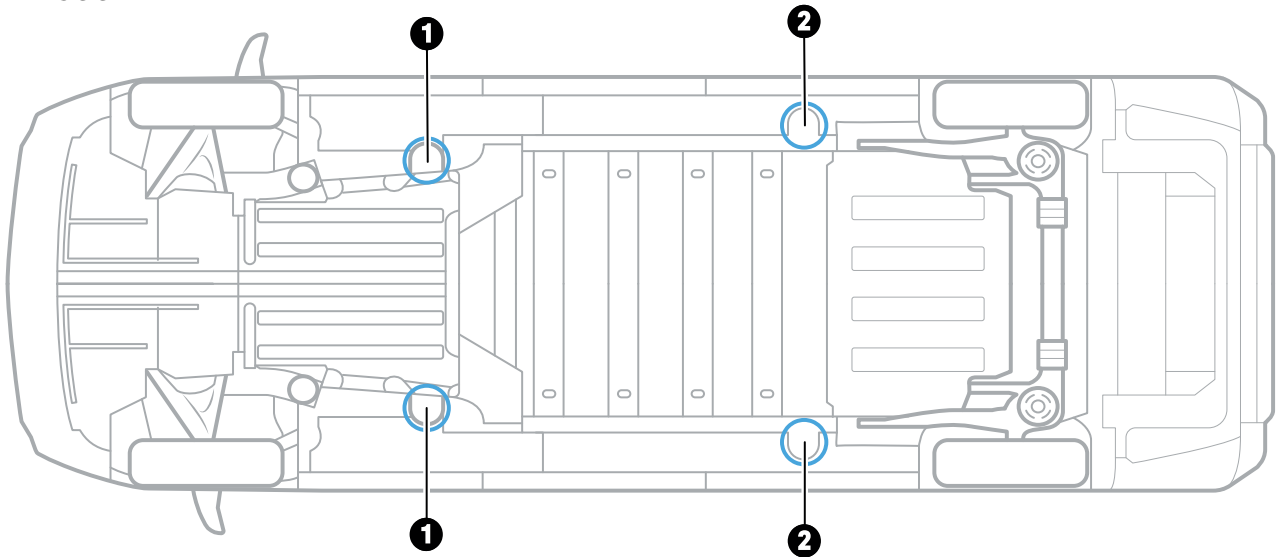
## Jack and Lift Locations

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

### EDV 700



### EDV 500



| Item | Description                      |
|------|----------------------------------|
| 1    | Front jack location (frame rail) |
| 2    | Rear jack location (frame rail)  |



## Lift with a Jack Stand

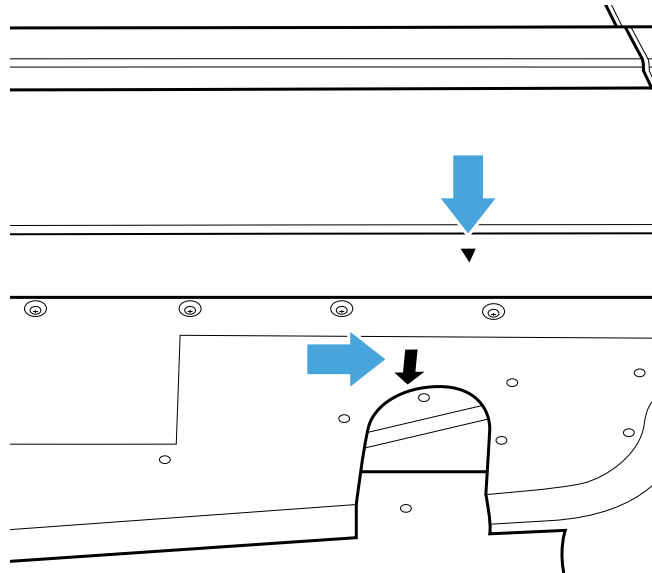
**DANGER**

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

1. Find the jack location on the frame rail.

**NOTE**

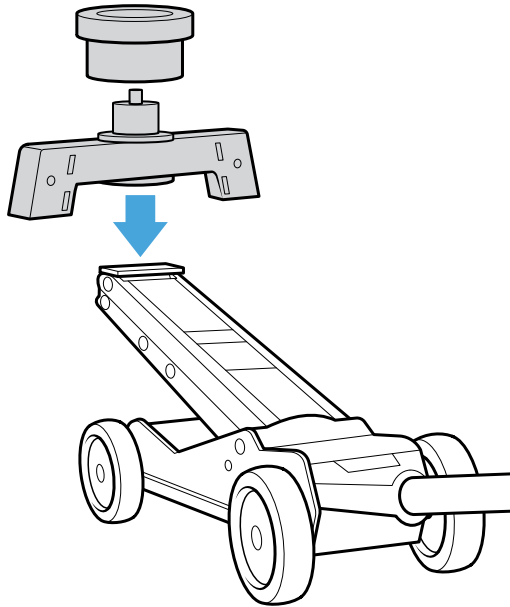
Arrows on the vehicle indicate safe jack locations.



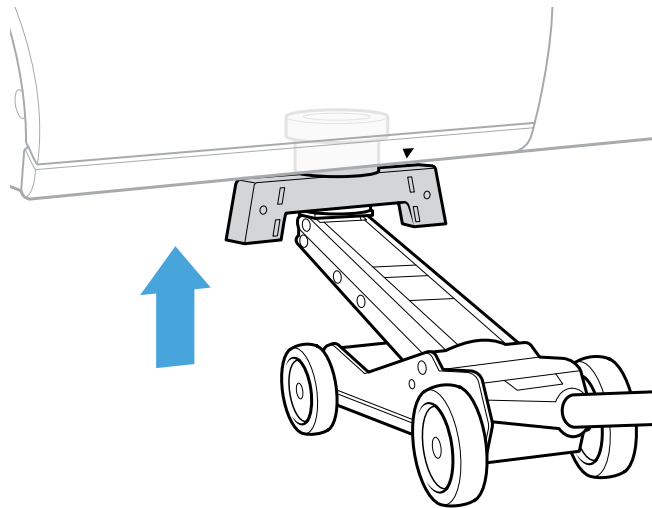
2. Place the jack under the jack location.
3. Place the jack stand header on the jack, with the header aligned parallel to the side of the vehicle. Ensure the header is level and the notches are aligned with the jack.



4. Place the jack adapter with rubber pad on the jack stand header. Ensure the jack adapter is level and the notches are aligned with the header. Center the rubber pad under the frame rail of the vehicle.



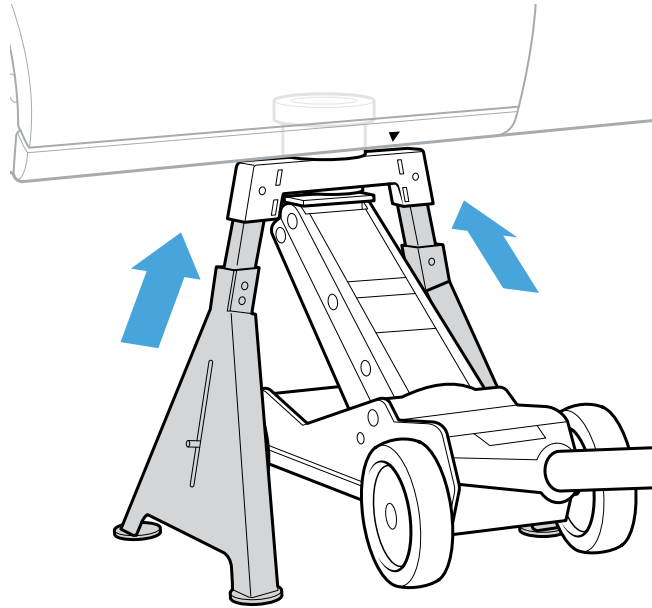
5. Ensure all parts are level and stable without any gaps.
6. Use the jack to lift the vehicle slightly while keeping the tire on the ground.



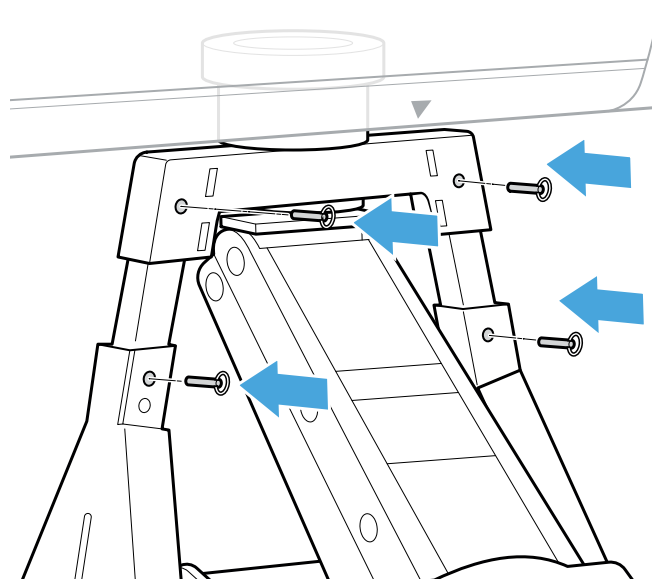
7. Loosen the lug nuts counterclockwise one half-turn with a lug wrench.
8. Use the jack to raise the vehicle until there is enough clearance to install the new wheel.



9. If you are replacing a rear wheel, ensure the tire doesn't touch the ground and the tire has proper clearance to the top of the fender.
  - If the tire touches the ground, raise the vehicle higher and adjust the jack stand height to support the vehicle.
  - If the tire doesn't have clearance to the rear 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.
10. Install the jack stand legs. Adjust the height of the legs as needed.

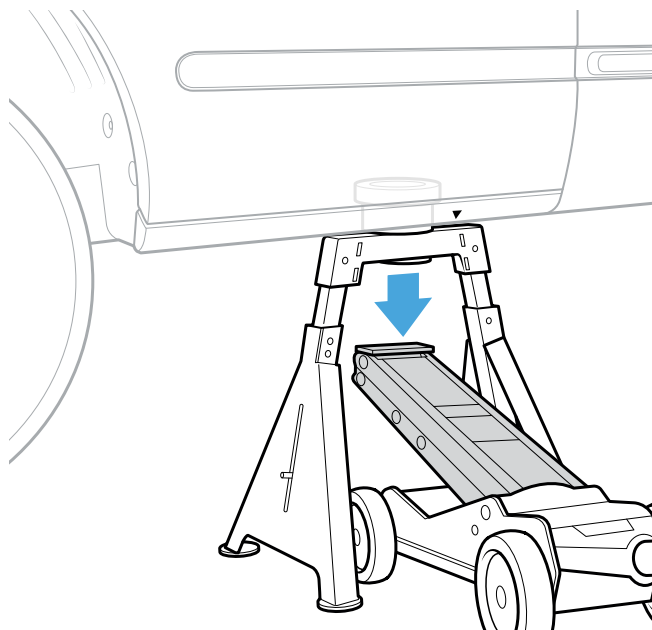


11. Insert the four jack stand pins to secure the jack stand legs.





12. Lower the jack to rest the vehicle on the jack stand. Ensure the vehicle is fully supported and stable.





## Lift with a Jack Rod

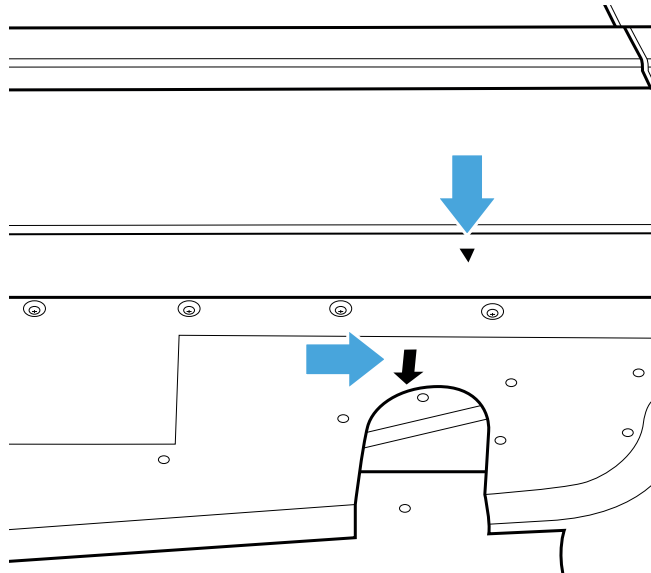
**DANGER**

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

1. Find the jack location on the frame rail.

**NOTE**

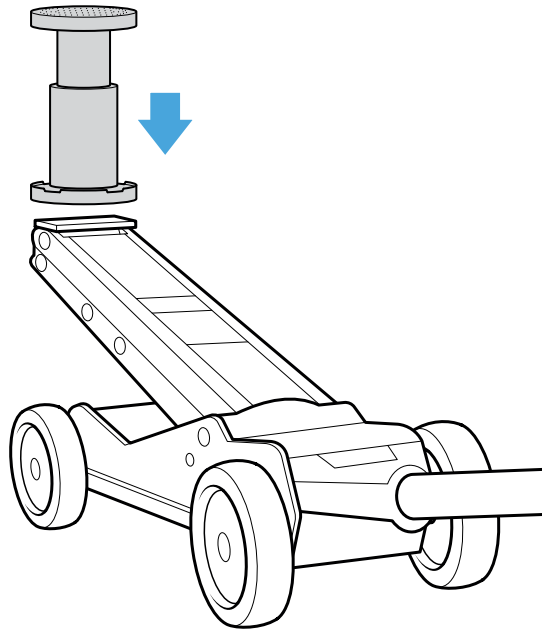
Arrows on the vehicle indicate safe jack locations.



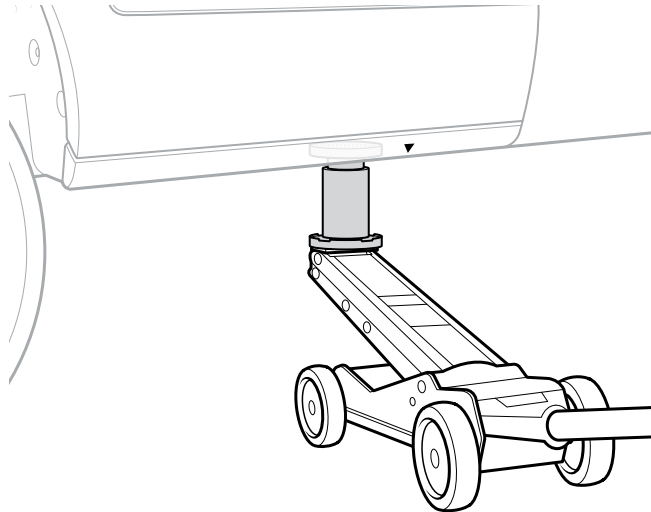




2. Secure the jack extender with rubber pad on the jack.



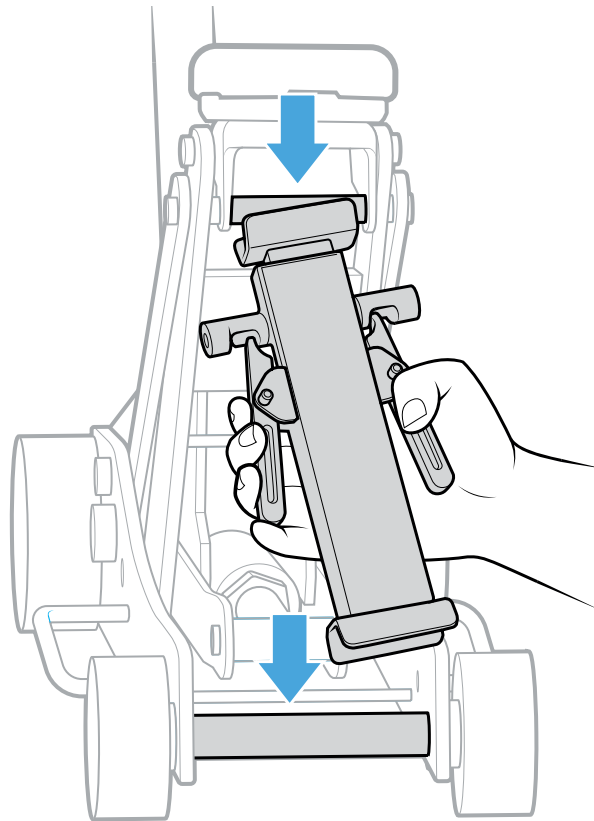
3. Place the jack under the vehicle jack location. Center the rubber pad under the frame rail.
4. Use the jack to lift the vehicle slightly while keeping the tire on the ground.



5. Loosen the lug nuts counterclockwise one half-turn with a lug wrench.
6. Use the jack to lift the vehicle until there is enough clearance to install the new wheel.

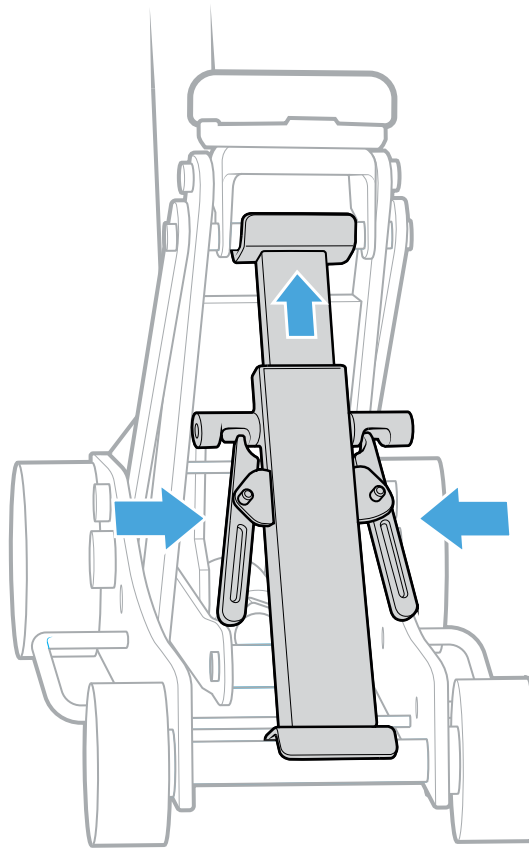


7. If you are replacing a rear wheel, ensure the tire doesn't touch the ground and the tire has proper clearance to the top of the fender.
  - If the tire touches the ground, raise the vehicle higher and adjust the jack height to support the vehicle.
  - If the tire doesn't have clearance to the rear 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.
8. Ensure the vehicle is fully supported and stable.
9. Place the top bracket of the jack rod against the upper crossbar of the jack. Align the lower bracket of the jack rod with the lower crossbar of the jack.





10. Squeeze the release levers to extend the jack rod until both upper and lower jack rod brackets are secure against the jack crossbars.



11. Release the jack rod levers and ensure the pins on both sides of the jack rod are engaged.

**NOTE**

You don't need to lower the jack. The jack rod automatically locks to prevent the jack from lowering in case of hydraulic failure.



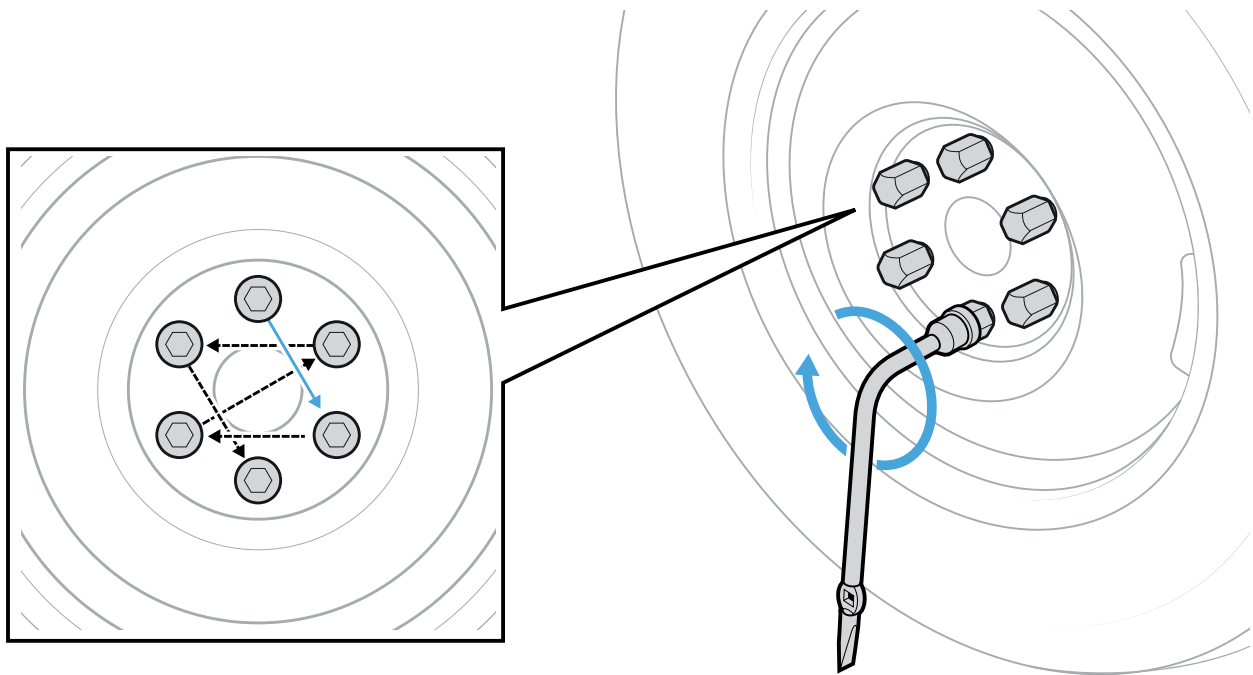
## Remove and Replace a Tire

1. Remove the lug nuts and center cap from the wheel.

### NOTE

Save these parts for reinstallation.

2. Grip the tread of the tire and remove the wheel from the vehicle.
3. Lift the replacement wheel and align the wheel studs with the holes in the rim.
4. Push the wheel onto the hub. Ensure the wheel is fully seated to the hub.
5. Reinstall the center cap.
6. Reinstall the lug nuts and tighten them by hand in an alternating star pattern.
7. Raise the jack to lift the vehicle slightly.
8. If you are using the jack stand, remove the jack stand pins, and then remove the jack stand legs.
9. If you are using the jack rod, squeeze the jack rod release levers to disengage the pins, and then remove the jack rod.
10. Lower the jack until the tire touches the ground but doesn't carry the full weight of the vehicle.
11. Torque the lug nuts in an alternating star pattern to 190 Nm (140 ft-lbs).

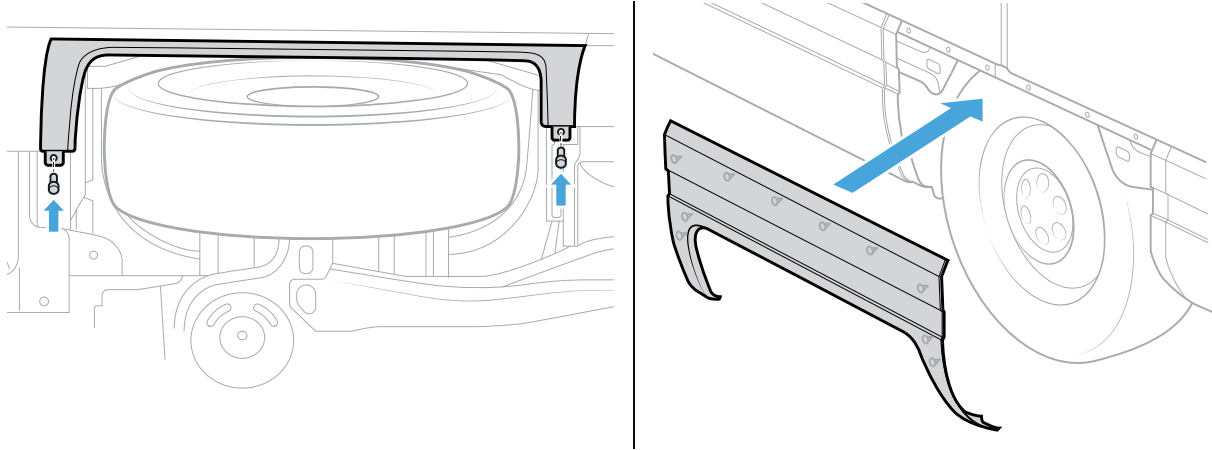


12. Lower the vehicle completely. Then remove the jack and jack accessories.



13. If needed, reinstall the rear wheel cladding on the vehicle, including the following clips:

- Two clips at the bottom
- Six clips at the top
- Two clips on each side

**IMPORTANT**

If a clip is damaged or broken during removal, replace it before reinstalling the rear cladding. To order additional clips, contact a Rivian Service Center.

Clip quantities and part numbers are listed below.

- Top clips (x6): SC000028247-A
- Bottom clips (x2): SC0007102-A
- Side clips (x4): SC0006383-A

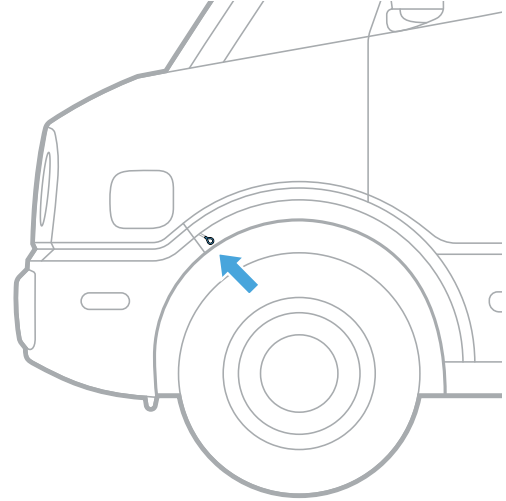
14. Remove the wheel chocks.

15. Repeat the steps above to replace the remaining tires.

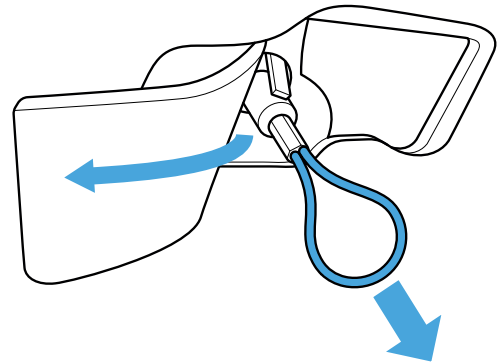
# Manually Release the Charge Plug

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. Locate the release cable behind the access panel in the wheel liner on the driver side of the vehicle.



2. Open the access panel and gently pull the cable to release the charge plug.



3. Remove the charge plug from the charge port.

# Jump Start 12 V Batteries

The vehicle has one or two 12 V batteries under the driver seat. Older vehicles have two, and newer ones have one.

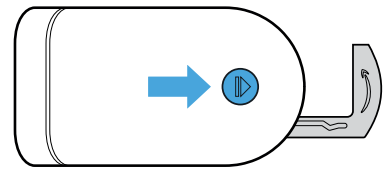
Signs of discharged 12 V batteries include the following:

- 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.

To unlock the doors from the outside of the vehicle when the 12 V battery or batteries are depleted, use the emergency key inside the key fob.

## Access the Emergency Key

1. Hold the key fob flat in your hand.
2. Press the round button (on the flat side) to eject the metal key.
3. Pull out the metal key from the bottom.

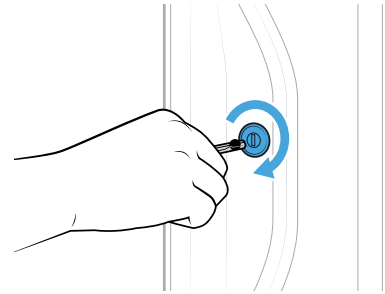




## Use the Emergency Key

If the key fob stops working for any reason or if the vehicle's 12 V batteries have discharged, open the door using the emergency key.

1. Insert the metal key into the slot next to the driver door handle.
2. Turn the key to unlock.



To open the driver door from the inside of the vehicle when the 12 V battery or batteries are depleted, pull up the handle at the front of the armrest.



### CAUTION

- Don't use the vehicle to jump start another vehicle.
- To ensure the vehicle maintains critical safety systems and operates normally, use genuine Rivian parts. Contact Rivian if a replacement 12 V battery is needed.
- Damage caused by replacement with an incompatible 12 V battery isn't covered by the New Vehicle Limited Warranty.

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

If there are two batteries, both need to be jump started at the same time.



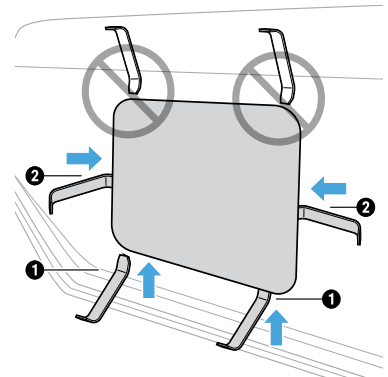
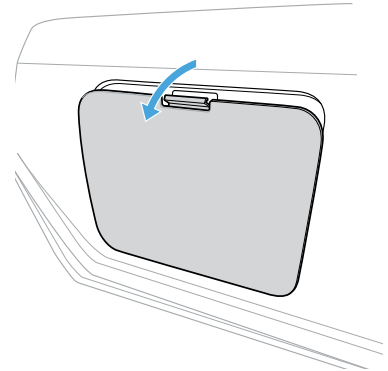


Jump start the 12 V battery or batteries by following these steps.

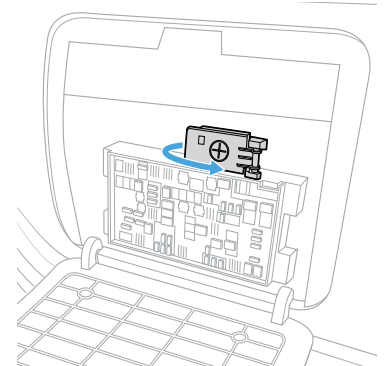
**NOTE**

There are two kinds of battery access doors in the vehicle. Older vehicles have a release at the top that you can press with your finger and pull the door down. Newer vehicles have doors that are hinged at the top and need to be pried open with a tool. After the door is open, the procedure is the same.

1. For older panels, remove the panel on the side of the driver seat by pushing down on the clip. For newer panels, pry at the bottom of the door (1) and then on the sides (2). Never pry at the top.

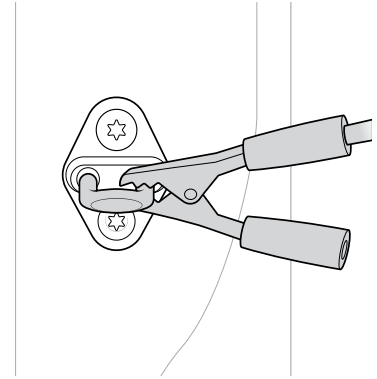


2. Open the cover for the positive battery post (on both sides, if there are two batteries).





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



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

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 contact.
8. Repeat steps 6 and 7 on the second battery if necessary.

**IMPORTANT**

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

# Restart the Software



## CAUTION

[Contact Service](#) before restarting the software or the vehicle.

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

1. Shift the vehicle into **P** (Park) and hold the button on the end of the drive stalk for 5 seconds.

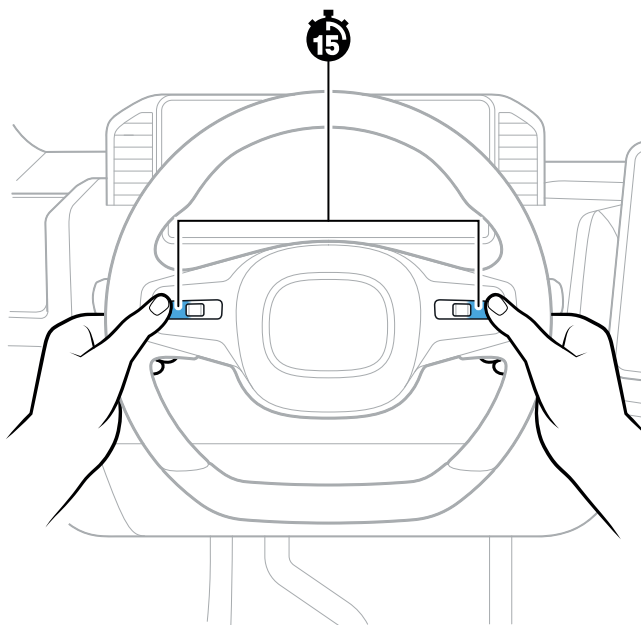
## NOTE

When the electronic parking brake is engaged, the **P** (Park) status indicator appears on the driver display. You can turn off the electronic parking brake by going to **Safety > Park brake release > Start release**.

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 vehicle chimes and the displays go dark for about 1 minute until the restart is complete.



# Restart the Vehicle



## CAUTION

[Contact Service](#) before restarting the software or the vehicle.

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. Press and hold the button at the end of the drive stalk for 5 seconds.

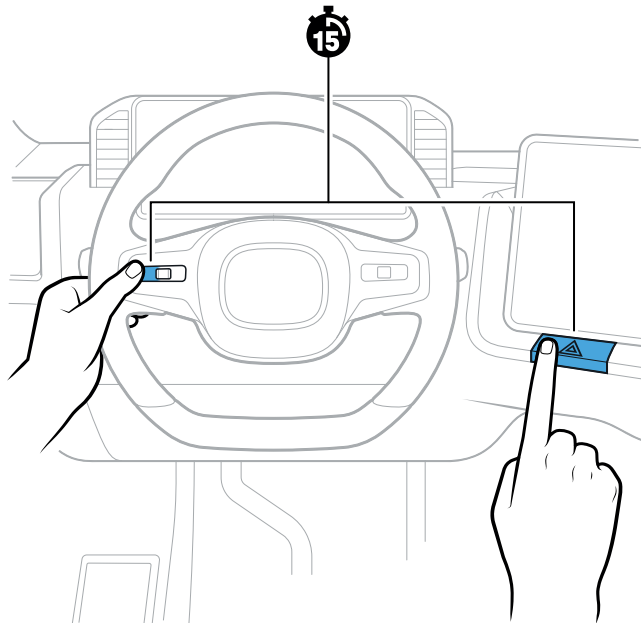
## NOTE

When the electronic parking brake is engaged, the **P** (Park) status indicator appears on the driver display. You can turn off the electronic parking brake by going to **Safety > Park brake release > Start release**.

3. Find the left thumb control button on the steering wheel and the hazard lights button under the center display.
4. Press both buttons at the same time and hold for 15 seconds.

## NOTE

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



# Service Support

Still need help? Connect with us.

## **Roadside Assistance 24/7**

[\(800\) 433-7195](#)

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

[\(855\) RIVB2B5](#) / [\(855\) 748-2225](#)