INFORMATION FOR FIRST AND SECOND RESPONDERS

EMERGENCY RESPONSE GUIDE

Rivian
Electric Delivery Van and
Rivian Commercial Van 500 and 700

Van

From 2022 - Present

Contents

1 Identification / recognition

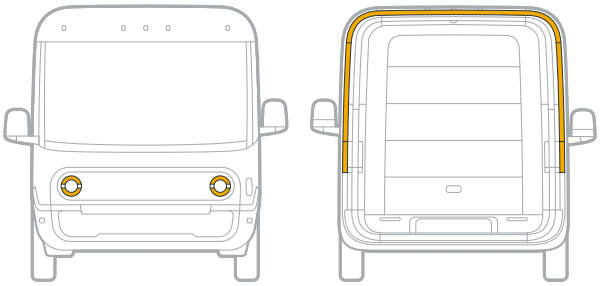
This guide covers the Electric Delivery Van 500 and 700 and the Rivian Commercial Van 500 and 700. The 700 is longer and wider than the 500 and has greater capacity. Both size vehicles are shown below (700 on the left). For simplicity, images of the 700 are used throughout the rest of this guide to represent both size variants.

Electric Delivery Vans are part of the Amazon fleet and are painted in Amazon blue. Rivian Commercial Vans are part of various fleets and are painted in different colors, but all vans are the same otherwise, with minor differences not related to handling rescues or battery fires.

Identify an Electric Delivery Van or Rivian Commercial Van by these features:

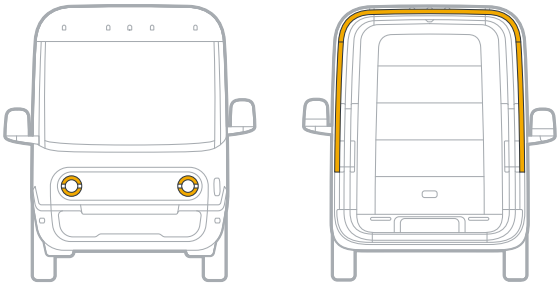
Front

- Round daytime running lights/parking lights



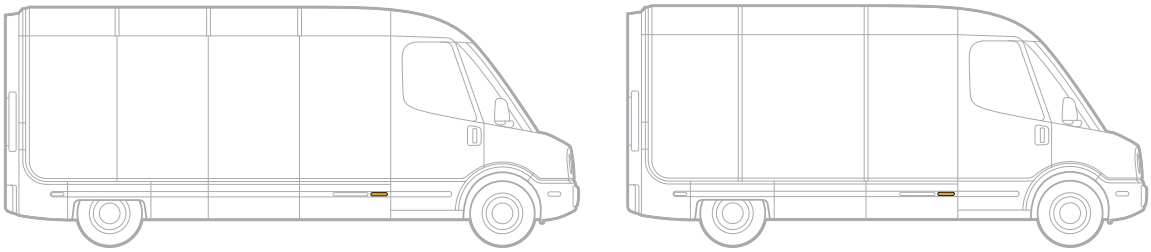
Rear

- Supplemental tail lamps



Side

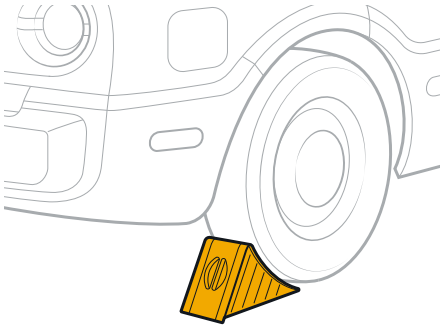
- Rivian name on panel behind door



2 Immobilization / stabilization / lifting

Follow these steps to secure the vehicle and protect people from being hit or crushed.

1. Chock the wheels to prevent the vehicle from moving. Chock at least one wheel on each side of the vehicle.

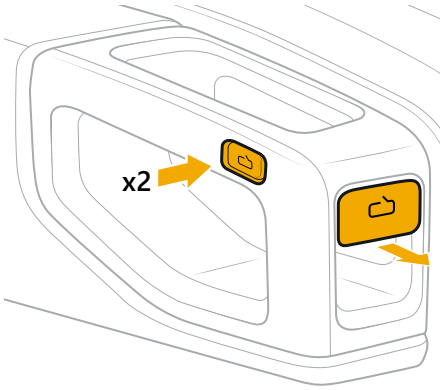


DANGER

Vehicle may move suddenly.

2. Open the driver or curbside door. The vehicle unlocks the doors when a crash is detected. If the exterior handles don't work, break the glass. If you're using the inside driver door panel, press the e-latch twice. Or, pull once on the emergency release lever on the front of the armrest.

> **IMPORTANT**
> Don't press buttons on the key fob that would lock the doors.

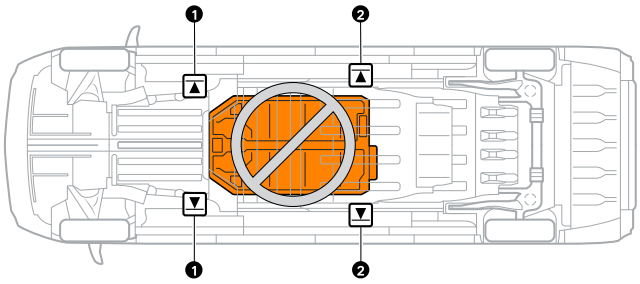


Safe Lift Points

Lift the vehicle at these points only.

> **NOTE**
> There are triangles stamped on the lower body panels marking the lift point locations.

> **IMPORTANT**
> Do do not use jacks or lifting equipment, such as airbags, directly under the battery pack.



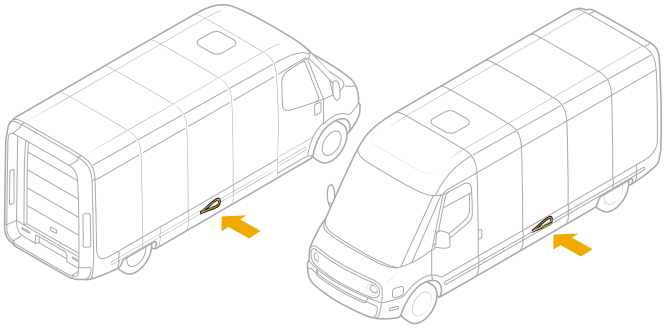
Item	Description
1	Front jack location (frame rail)
2	Rear jack location (frame rail)

3 Disable direct hazards / safety regulations

There are two cut loop locations along the side of the vehicle. The cut loops are low-voltage circuits that enable power from the high-voltage battery and supplementary restraint system (SRS). The cut loop is red with an identifying label.

DANGER

Cutting either loop disconnects both the high-voltage battery and the SRS systems within one minute.



Rivian recommends you use the following tools to cut the cut loop to disconnect high voltage on the side of the vehicle:

- Leather or abrasion-resistant gloves
- Personal protective equipment
- Halligan bar
- Insulated cable cutter

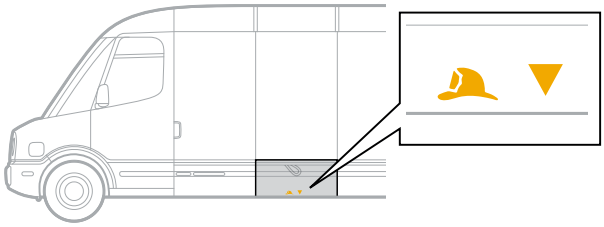
To disconnect the high-voltage cable, follow these steps.

1. Locate the lower side panel along either side of the vehicle. Look for the stamped firefighter hat.

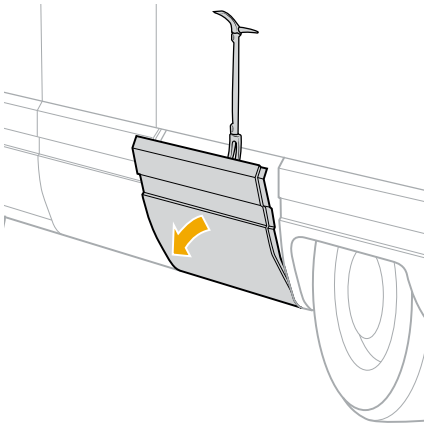
   NOTES

   The cut loop is in the same location for 700 and 500, but the second panel is wider on the 500.

   There is no manual override cable in the passenger compartment.



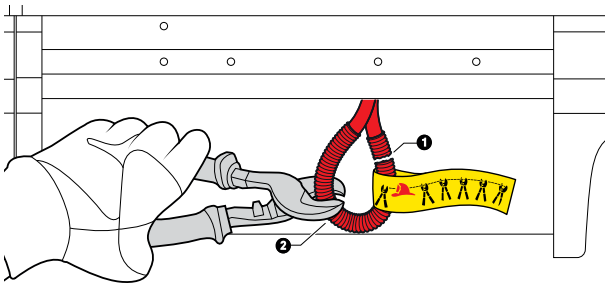
2. Use a Halligan bar to pry off the panel to expose the cut loop.



3. Find the loop of electrical cable with the yellow cut tag. Cut the loop at one end (1) and at the other end (2).

DANGER

When you cut in two places and remove a section of the cable, it helps prevent the ends of the cable from touching again. If the ends of the cable touch, it could restore high voltage, which could result in death.

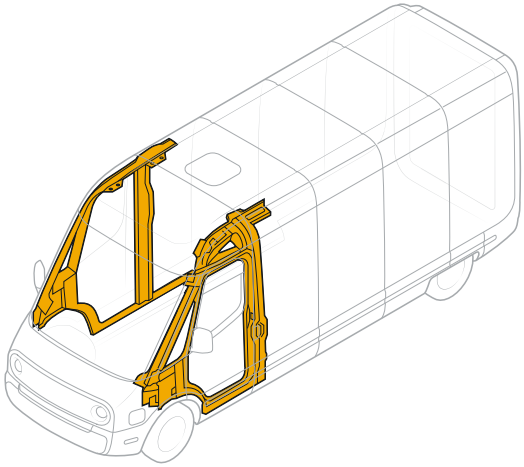


4. Wait one minute to allow the airbags and seat belt system to discharge any remaining energy.

4 Access to the occupants

The highlighted areas contain high-strength steel to protect passengers. Use a hydraulic cutter to cut these areas. Cutting through this material may take longer than expected. Be careful not to damage the high-voltage battery.

Wear personal protective equipment when cutting high-strength steel.



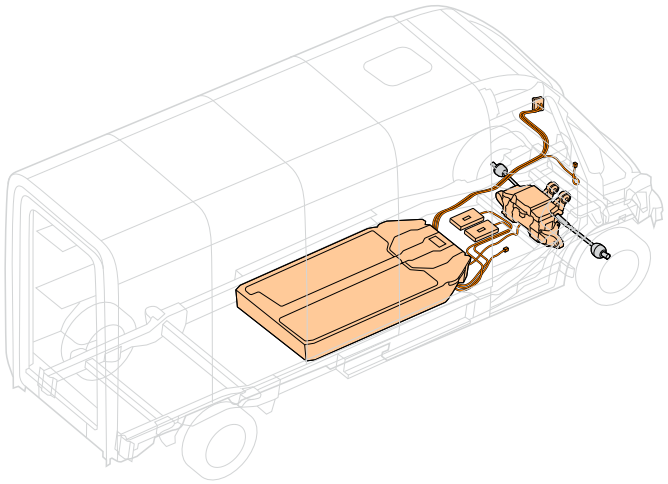
Do Not Cut Areas

DANGER

Never cut or damage the Do Not Cut areas.

NOTE

The actual location of components and cables may vary.



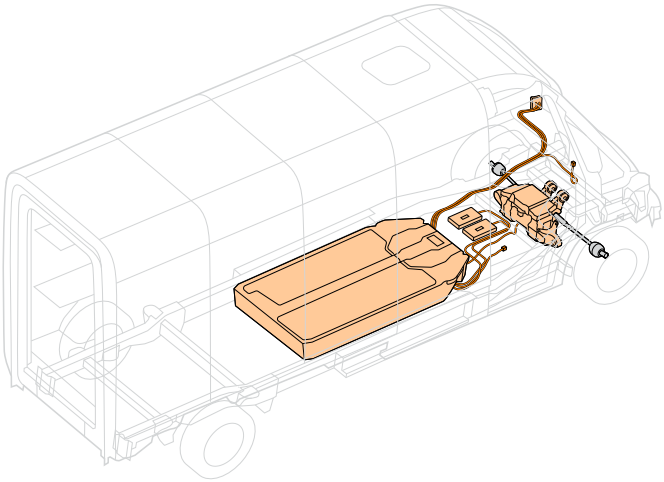
5 Stored energy / liquids / gases / solids

12 V							
Li-ion 450 V							

Rivian vehicles use a lithium-ion high-voltage battery (up to 450 V) and high-voltage cable next to the axles.

NOTE
All high-voltage cables are colored orange.

In case of fire, do not cut the battery of cables in an attempt to cool it down.



A damaged battery poses a potential electrical hazard that could release harmful and flammable gases.

DANGER
The flammable gases that leak from the battery could ignite.

After a fire, clean up by sweeping debris into a pile. Return all debris to the vehicle or containers.

To prevent runoff into nearby storm drains or other waterways, you may deploy fluid-gathering materials such as booms or powders to limit runoff contamination.

WARNING

- Water applied to the battery pack can become caustic or could cause a chemical reaction and burn the skin. To prevent burns, apply more water for dilution. Rinse tools and clothing to decontaminate them.
- Avoid inhaling battery fire materials. Use personal protective equipment (PPE) to limit contact as much as possible.
- Do not remove the battery cover.

Electrical Hazard Guidance

Contact with exterior body panels or interior cabin surfaces doesn't require HV dielectric gloves. The vehicle chassis is isolated from the high voltage system.

Standard PPE is sufficient for most extraction tasks. However, use HV dielectric gloves if your tactic involves:

- Direct contact with or working near orange high-voltage cabling
- Intrusive cutting or crushing of the battery pack (under-floor)
- Disassembling or penetrating high-voltage components (Inverters or DC/DC converters)

Always assume that orange components are energized (450 V).

6 In case of fire

IMPORTANT

Rivian believes that electric vehicle fires are best addressed with defensive firefighting and management of the environment to minimize risk. Only attempt to extinguish a fire if you have a specific need to do so.

Perform these steps to extinguish a vehicle battery fire.

1. Wear proper personal protective equipment with full SCBA when approaching any vehicle fire.
2. Use a fog pattern to approach the vehicle and extinguish the interior.
3. A minimum of 2,000-3,000 gal (7,500-11,500 L) will be needed. Consider an established water supply, a tender, or additional units to shuttle water to the pumping engine.
4. If water is not readily available, use defensive firefighting tactics to prevent the fire from spreading until a clear need to extinguish the fire is identified and water is available. If necessary, use CO_2, dry chemicals, or other fire-extinguishing agents to suppress the fire, for example, to extricate passengers, until water is available.
5. Use a thermal imaging camera (TIC) or infrared (IR) to monitor the battery temperature during the cooling process. Look for ambient temperatures at or below 212°F (100°C) to indicate the battery pack is cooling down. Temperatures above this limit indicate a potential for continued battery cell thermal events.
6. Continue evaluating the battery structure and apply water directly to any exposed areas. Submerge loose battery cells or modules in a 1-5% salt water solution for at least 24 hours.

IMPORTANT

- Only firefighters should extinguish a high-voltage battery fire.
- Use a hand-held extinguisher only to protect occupants as they exit the vehicle or for small fires that don't involve the high-voltage battery.
- Foam may suppress, but will not extinguish, a battery fire.
- A fire blanket may suppress, but will not extinguish a battery fire. Combustible gases may be generated within explosive range.

7 In case of submersion

Rivian recommends that you wear personal protective equipment (PPE) when removing the vehicle from water.

Always remove a submerged vehicle from water before you attempt to deactivate, tow, or transport it.

For safety, don't try to recover a submerged vehicle from the water by yourself. Get help.

You may see small bubbles in the water near the vehicle (microbubbling). This isn't a sign that the water is electrified or will cause a shock.

DANGER

- If the battery is damaged, water may have entered the battery case. Use extreme caution and wear personal protective equipment (PPE) if you enter the water or attempt to tow the vehicle.
- Never attempt to charge a high-voltage battery that has been submerged, is gassing, or exhibits signs of external damage.
- When handling an emergency, always approach an electric vehicle from the side. Electric vehicles can run silently, and a damaged high-voltage battery can remain energized, allowing the vehicle to move unexpectedly.

8 Towing / transportation / storage

WARNING

- Only transport the vehicle on a flatbed tow truck.
- Fire Hazard. Towing Rivian vehicles with the front 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.

Prepare the Vehicle

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 the tow eye to connect to the tow truck and 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.

Use the Rear Axle

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

CAUTION

Do not connect to the anti-roll bar 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 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.

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.

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

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

1. Ensure **Park brake release** is turned on.
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 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.

CAUTION

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

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

Vehicle Storage

1. Use signage or some other visual indicator to identify it as an electric vehicle.
2. Store the vehicle outside at least 50 ft (15 m) away from other vehicles, structures, or combustible material.

> **NOTE**
> If this spacing can't be achieved, place the vehicle where it can quickly be towed or winched away. Consider access for fire personnel, fire apparatus, and a water supply, and leave space for fire personnel to periodically and quickly reassess with thermal imaging.

3. Notify others that the vehicle is on the property and ask them not to interact with it unless authorized.
4. Monitor a vehicle with a damaged high-voltage battery for signs of gas emissions, fire, or any potential issues from a leak. Leave the vehicle in the containment area for at least 24 hours.

> **WARNING**
> In some cases, lithium-ion batteries can self-ignite days after a major collision.

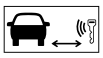
5. Rivian recommends creating a tape barrier around the vehicle in an isolated area of the lot.

> **DANGER**
> Energy that remains in a battery is especially concerning if the high-voltage components or battery are damaged. Exposed wiring and parts can also create an electrical safety hazard.

9 Important additional information

N/A

10 Explanation of pictograms used

 Remove smart key	 HV battery Li-ion (450 V)	 High voltage component	 High-voltage power cable
 Cable cut location		 High strength zone	 Lifting points
 Flammable	 Corrosives	 Hazardous to human health	 Danger to the environment
 Warning, high voltage	 Use plenty of water to extinguish the fire	 LV battery (12 V)	 Electric vehicle