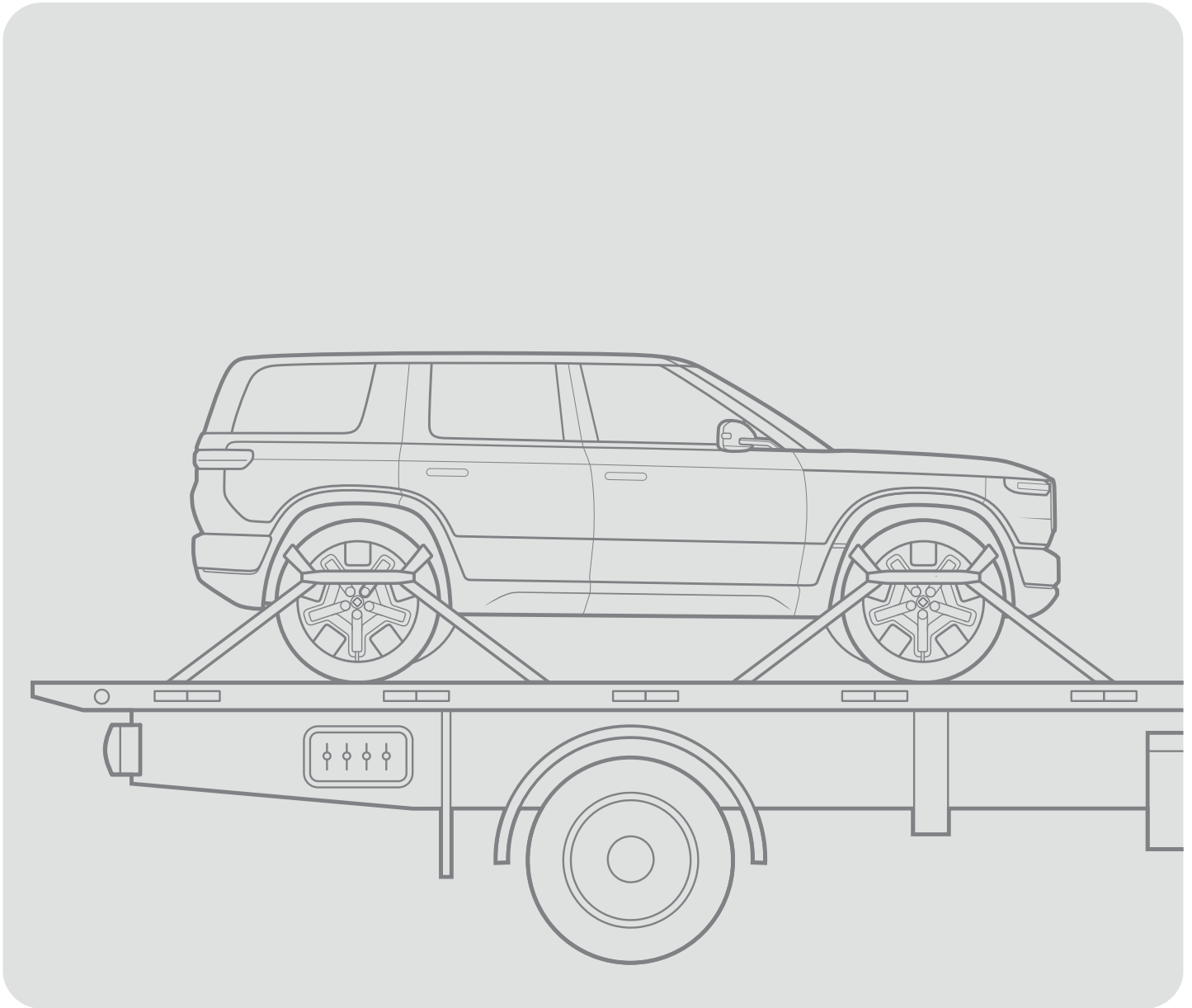




R2

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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Symbols Used in This Guide

The following are the meanings of symbols used in this guide.



DANGER

Risk of electrocution or electric shock



DANGER

Risk of major injury such as

- fire
- chemical or poison
- crushing
- maiming
- death



WARNING

Risk of minor injury



CAUTION

Risk of

- damage to vehicle or property
- data disruption
- voiding warranty

IMPORTANT

Instructions to successfully complete a task

NOTE

Useful information

Flatbed Towing

Prepare the Vehicle for Towing



WARNING

- Only transport the vehicle on a flatbed tow truck or using a wheel lift and dolly.
- 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.



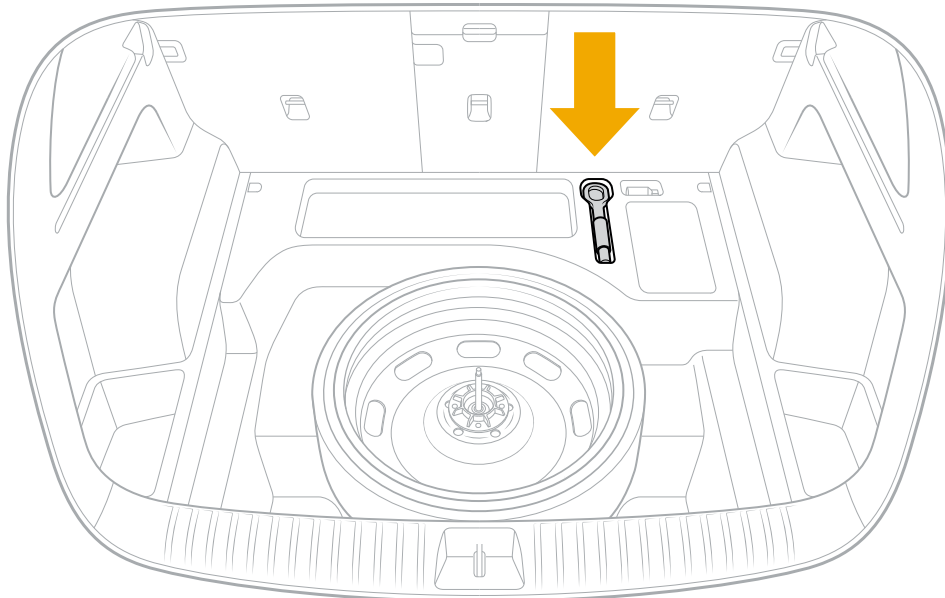
CAUTION

Don't use the front control arms of the vehicle as attachment points. Doing so can cause damage to vehicle sensors and underbody panels.

Connect to the Tow Eye

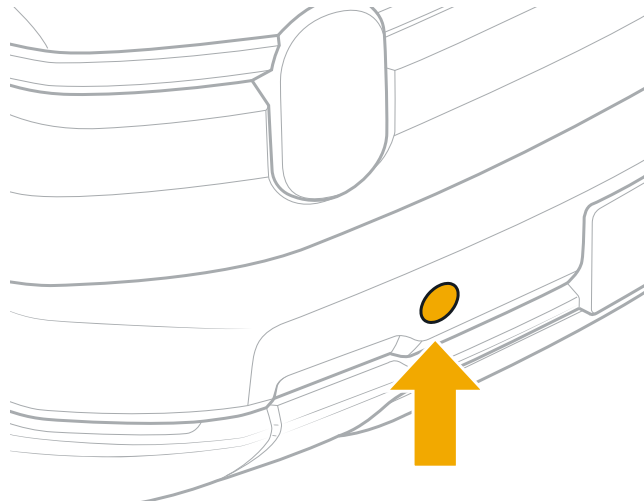
Connect using the tow eye if the vehicle is not equipped with tow hooks on the front bumper or a trailer hitch.

1. Remove the tow eye from the spare tire compartment.
 - Open the liftgate, and then lift the floor panel to locate the tow eye storage area.

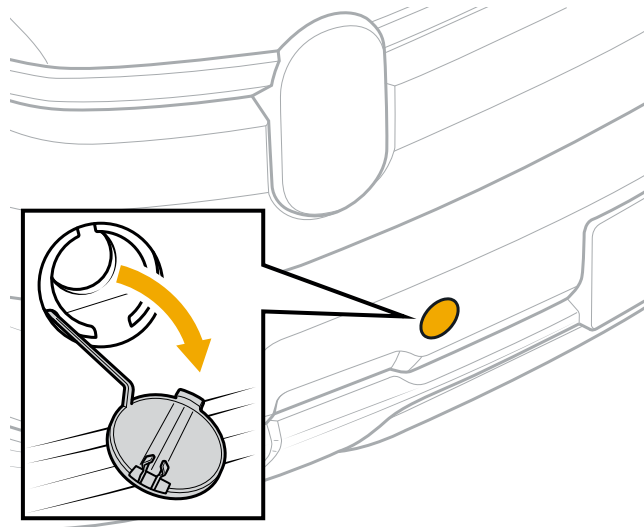




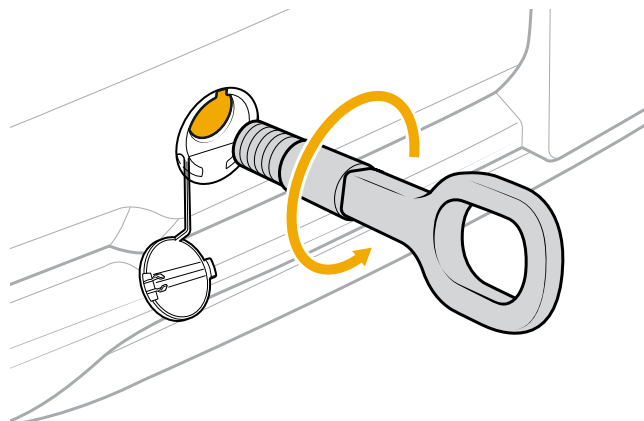
2. Locate the tow eye connection point on the passenger side of the front bumper or the driver side of the rear bumper.



3. Remove the cover from the tow eye connection point.

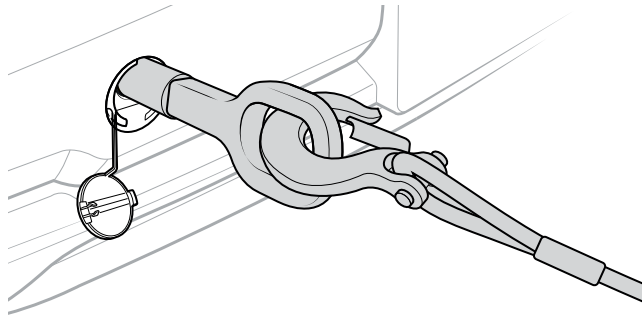


4. Screw the tow eye counterclockwise into the connection point until it is fully secure.





5. Connect the winch hook to the tow eye.



6. Press and hold the brake pedal.
7. On the center display, choose **Settings**  > **Maintenance**. Then turn on **Park brake 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** in the center display.

8. Release the brake pedal and confirm release of the electronic park brake.
9. Pull as straight as possible. The angle can't exceed 15° in any direction to prevent damage to the vehicle.

NOTE

You may need to use a snatch block or offset winch to maintain the proper angle.

Connect to the Front Tow Hooks

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. Connect the front of the vehicle to the tow truck winch with 6 ft (1.8 m) endless loops or a nylon bridle through the tow hooks on the front bumper.

NOTE

If you can't tow from the front of the vehicle, you can [connect to the trailer hitch](#) (page 8) to tow from the rear. You can also [connect to the tow eye](#) (page 5), if equipped.

4. Press and hold the brake pedal.
5. On the center display, choose **Settings**  > **Maintenance**. Then turn on **Park brake 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** in the center display.




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

NOTE

If you can't release the electronic park brake, first attempt to [jump start the 12 V system](#) (page 17). If you still can't release the electronic parking brake, you may [lift the rear wheels](#) (page 9) 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.
 - Use a flathead screwdriver to loosen the two captive screws. Turn a quarter turn counterclockwise.
 - Grip the cover and pull straight down.
4. Connect to the trailer hitch using the safety chain loops.
 - Loop the strap through the safety chain loops using either a basket configuration or a choker configuration (depending on the rating of the strap).
 - Connect the strap to the tow truck winch.
5. Press and hold the brake pedal.
6. On the center display, choose **Settings**  > **Maintenance**. Then turn on **Park brake 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** in the center display.

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

NOTE

If you can't release the electronic park brake, first attempt to [jump start the 12 V system](#) (page 17). If you still can't release the electronic parking brake, you may [lift the rear wheels](#) (page 9) 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, first attempt to [jump start the 12 V system](#) (page 17).

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



DANGER

Secure the vehicle and connect it to the tow truck before you lift the rear wheels. The vehicle can roll when you lift the rear wheels.



CAUTION

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. Position the vehicle to be loaded onto the tow truck.
2. Chock the front wheels to secure the vehicle.
3. Connect the vehicle to the tow truck using an endless loop through the front tow hooks.
4. Lift the rear wheels using skates or a dolly.

You can now [load the vehicle](#) (page 10) 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 the **Park brake release** is turned on or the rear wheels are lifted. See [Prepare the Vehicle for Towing](#) (page 5).
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 to **P** (Park).

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



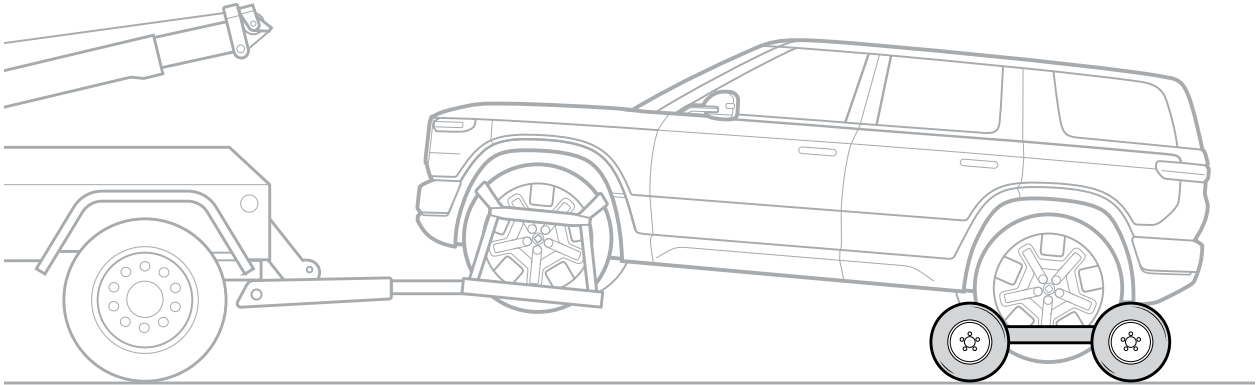
CAUTION

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

6. Put the vehicle into **P** (Park).
7. If you're transporting the vehicle over 50 mi (80 km), turn on [Vehicle Shipping Mode](#) (page 12) to preserve battery charge.

Wheel Lift and Dolly Towing

1. Position the vehicle behind the tow truck.
2. Use the wheel lift to raise the vehicle.
3. Set the dolly on the rear wheels.



4. Secure the steering wheel.

Vehicle Shipping Mode


Use Vehicle Shipping mode to preserve battery charge while the vehicle is in transit. Vehicle Shipping mode turns off various features, including the following:

- Gear Guard alarm
- Gear Guard motion videos
- Passive lock/unlock

NOTE

When Vehicle Shipping mode is turned on, you can leave keys inside the vehicle and the vehicle sleeps normally.


To turn on Vehicle Shipping mode when you are ready to transport the vehicle:

1. Put the vehicle into **P** (Park).
2. Go to **Settings**  **> Maintenance**.
3. Turn on **Vehicle shipping** mode.

NOTE

Startup may take longer than normal when Vehicle Shipping mode is turned on.

To turn off Vehicle Shipping mode after you arrive at your destination:

1. Put the vehicle in **P** (Park).
2. Go to **Settings**  **> Maintenance**.
3. Turn off **Vehicle shipping** mode.

Recover the Vehicle



DANGER

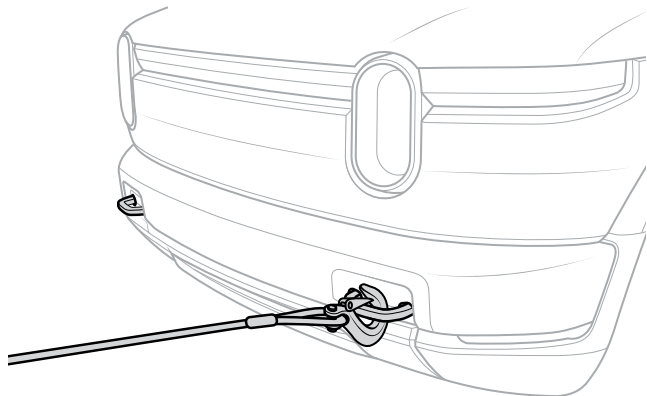
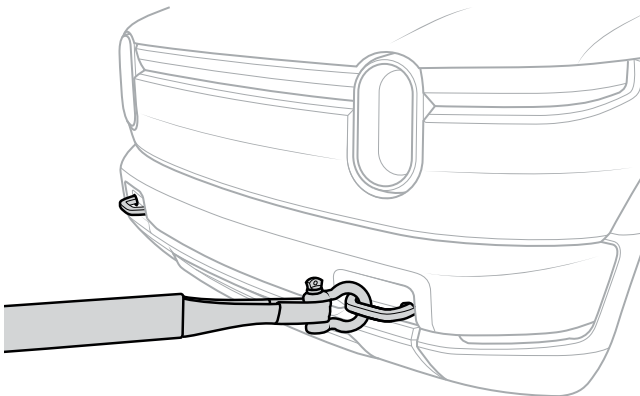
- Tow hooks are for vehicle recovery use only. Don't use these tow hooks for recreational towing or trailer transport, and don't use them as stationary tie-down points if you transport the vehicle.
- Recovering a vehicle from a stuck situation can be difficult and may damage the vehicle. Only attempt to recover the vehicle if you are trained to do so. Choose the safest method of recovery possible.
- Don't attempt to recover the vehicle unless its wheels and tires are free to rotate. Ensure the vehicle isn't in **P** (Park).
- If the vehicle is deeply mired or it is submerged to or past the axle, don't attempt to recover the vehicle by yourself. Seek assistance from a professional vehicle recovery service.
- Prior to recovering the vehicle, ensure your recovery plan is within the capability of your equipment. Use a suitable calculator to predict the recovery load prior to starting a recovery.
- Wear gloves, eye protection, and any other appropriate protective equipment when recovering the vehicle.
- Stay clear of the vehicles when equipment is under load. Use a recovery damper as a safety precaution to arrest the rope or cable if there is a snap.
- If you need to get out of the vehicle, exit on the uphill side if the vehicle is stopped sideways on a hill. Stay clear of the rollover path.

Recovery Connections

If your vehicle is equipped with tow hooks on the front bumper, use a recovery bow shackle to connect the strap loops to the tow hooks to recover the vehicle from the front. You can also connect a recovery hook to the tow hooks.

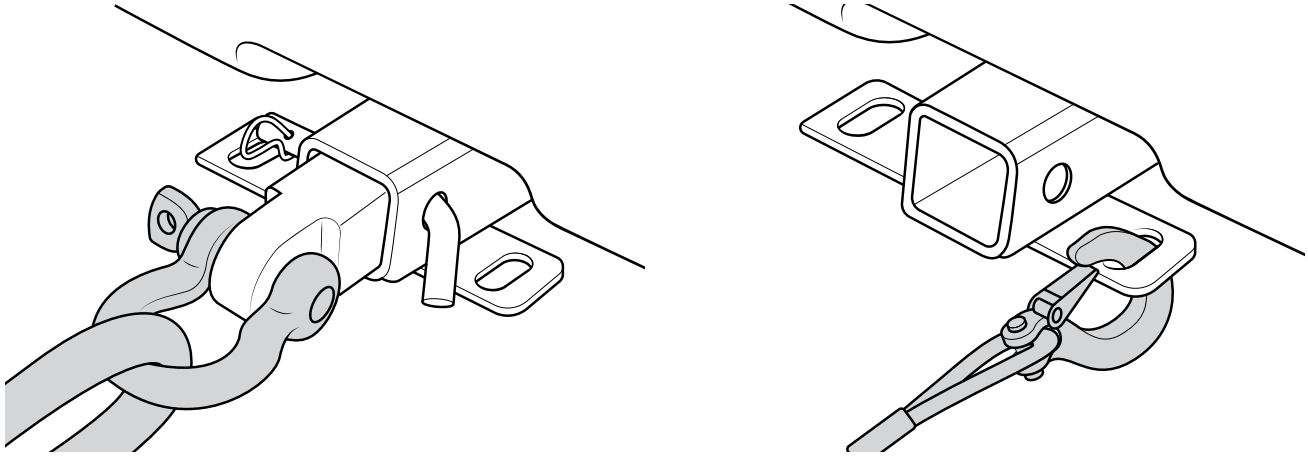
NOTE

Connecting to the front tow hooks may scratch the bumper and tow hooks. You can use protective tape or paint protection film to minimize damage.





To recover the vehicle from the rear, use the tow hitch receiver insert included in the vehicle recovery kit (available separately). Refer to the instructions included with the recovery kit. You can also connect to the safety chain loop on the tow hitch.

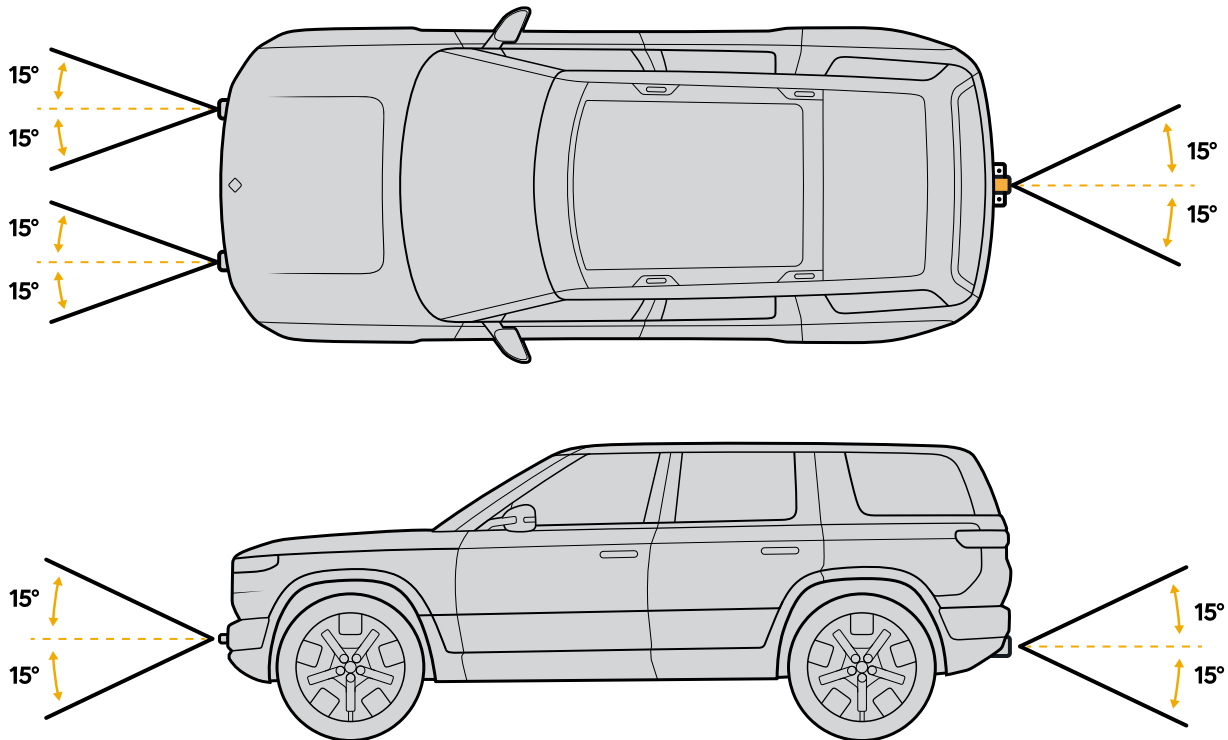


Recovery Guidelines and Angles

Attach the equipment to ensure that the force is applied within the recommended ranges as follows.

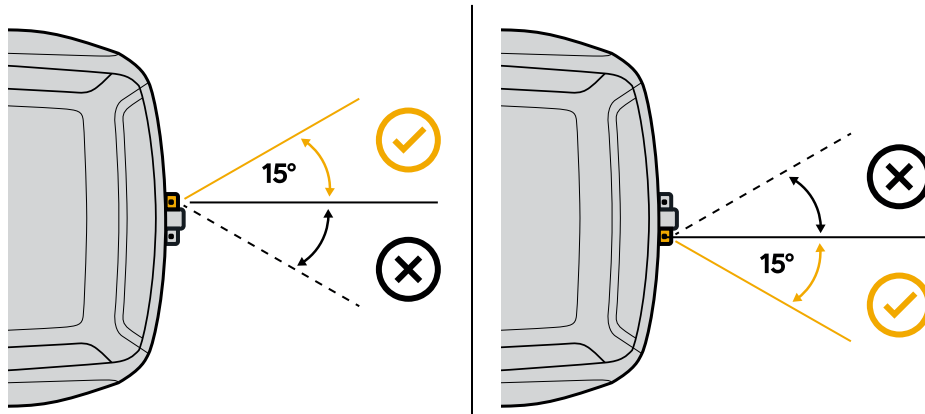
NOTE

The illustrations are not to scale.



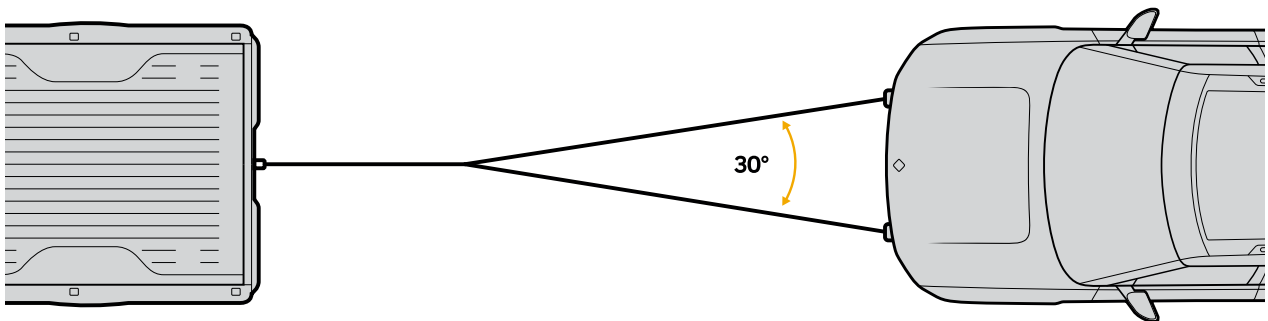


- For a single-line pull, stay as straight as possible. The angle on a single-line pull can't exceed 15° in any direction to prevent damage to the vehicle.
- If you use the safety chain loop on the tow hitch, the angle can't exceed 15° in any direction to prevent damage to the vehicle. Ensure that you connect to the side that allows you to pull away from the tow hitch.

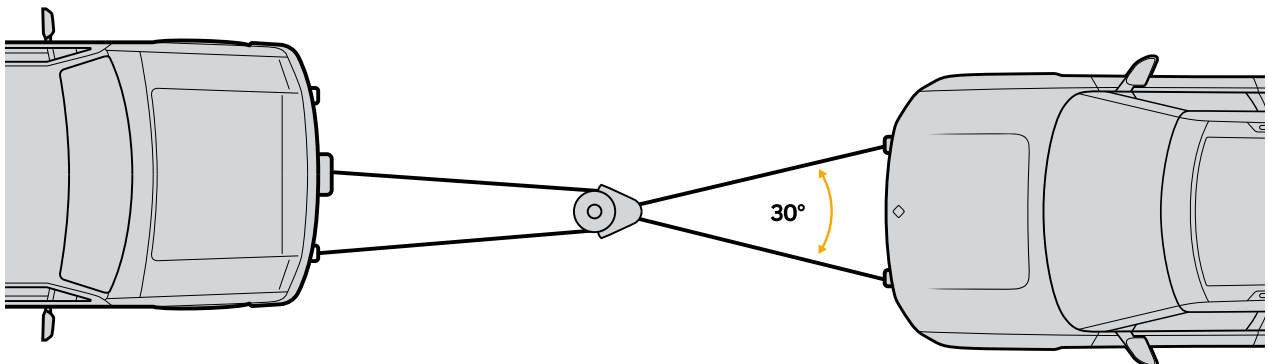


For off-road recovery, we recommend that you use both of the front tow hooks to distribute the load. You can use a bridle or a double-line pull with a bridle.

- If you use a bridle, connect to the front tow hooks with less than a 30° angle to prevent damage to the vehicle.



- If you use a double-line pull, connect to the vehicle using a snatch block, and then back to the other vehicle. The angle on a double-line pull can't exceed 30° to prevent damage to the vehicle.



Jump-Start the 12 V System

About 12 V System Jump Start

Signs of a discharged 12 V system 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.

A 12 V system jump start provides power to:

- Open the doors, front trunk, and rear trunk to remove your belongings.
- Allow the vehicle to start high-voltage charging.
- Release the electronic park brake from the center display if you need to [transport the vehicle](#) (page 5).
- Activate the vehicle's high-voltage battery so that the vehicle can maintain an "on" state.
- Adjust the front seats.
- Open or close the front windows.
- Access all storage areas.

IMPORTANT

After a 12 V system jump start, the following conditions may occur:

- If the vehicle lets you open the doors and storage areas but doesn't let you shift into **D** (Drive), plug the vehicle into an on-site charger if it is close enough.
- If the vehicle lets you open the doors and storage areas and lets you shift into **D** (Drive), plug the vehicle into an on-site charger or drive to a nearby charger if there is enough range.
- If the high-voltage battery state of charge is zero and the vehicle cannot be charged, release the electronic park brake to [transport the vehicle](#) (page 5).
- If the 12 V battery warning status indicator stays on, [contact Rivian](#) to service the 12 V system.



CAUTION

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



Jump-Start the 12 V System



DANGER

Never allow the jump cables to touch each other or any metal part of the vehicle.



CAUTION

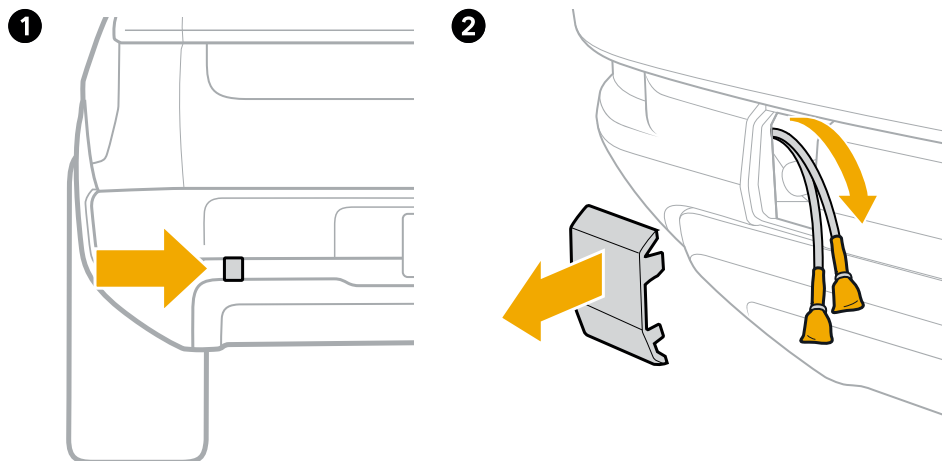
Don't use a Rivian vehicle to jump-start another vehicle.

Before you begin, ensure that you have an adequate external power source to jump-start a Rivian vehicle.

- If you're using another vehicle to jump-start, the other vehicle must run until the Rivian vehicle powers up.
- If you're using a portable jump starter, it must maintain a steady voltage between 13 to 16 V at 30 A.

To jump-start the 12 V system:

1. Pry open the square tow eye door at the left of the rear bumper to access the jump-start wire harness.
2. Pull out the jump-start wire harness and remove the protective tape from the connectors.



3. Connect the red positive lead (+) from the external power source to the red lead on the jump-start wire harness.
4. Connect the black negative lead (-) from the external power source to the black lead on the jump-start wire harness.

When the 12 V system has enough power, you can unlock the vehicle to open the doors, front trunk, and rear trunk. You can also adjust the front seats, open or close the front windows, and access all storage areas.

You can release the electronic park brake from the center display if needed to [transport the vehicle](#) (page 5) to a Rivian Service Center.



If the high-voltage battery state of charge is zero and you're close enough to a charger:

1. Open the charge port door.
2. Plug in to the charger.
3. If needed, turn off the charge schedule by choosing **Energy** ⚡ on the center display.
4. Allow the vehicle to charge until the high-voltage battery reaches 25% state of charge.

After you jump-start the 12 V system, advise the customer to restart the vehicle as outlined in their Owner's Guide.

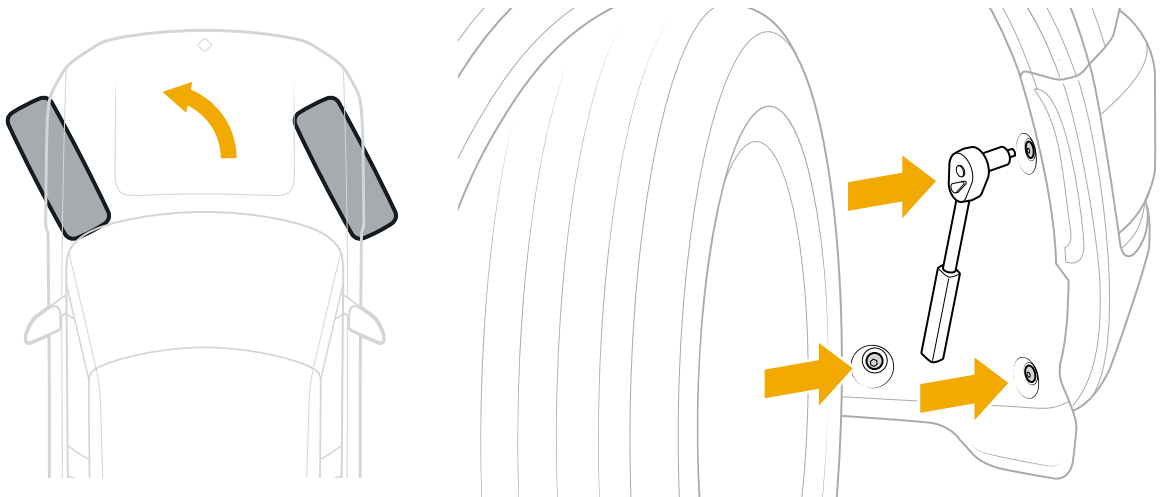
Manually Open the Hood

Follow these steps if the hood won't open normally:

1. If possible, turn the steering wheel fully to the left for better access to the front wheel liner. The steering wheel may feel heavy if there is a loss of power-assisted steering.
2. Use a Torx (star) screwdriver with a T27 bit to remove the screws from the inboard side of the front wheel liner.

NOTE

If the steering wheel isn't turned fully to the left, a mini ratchet wrench designed for tight spaces can be used with the T27 Torx bit to access the screws.



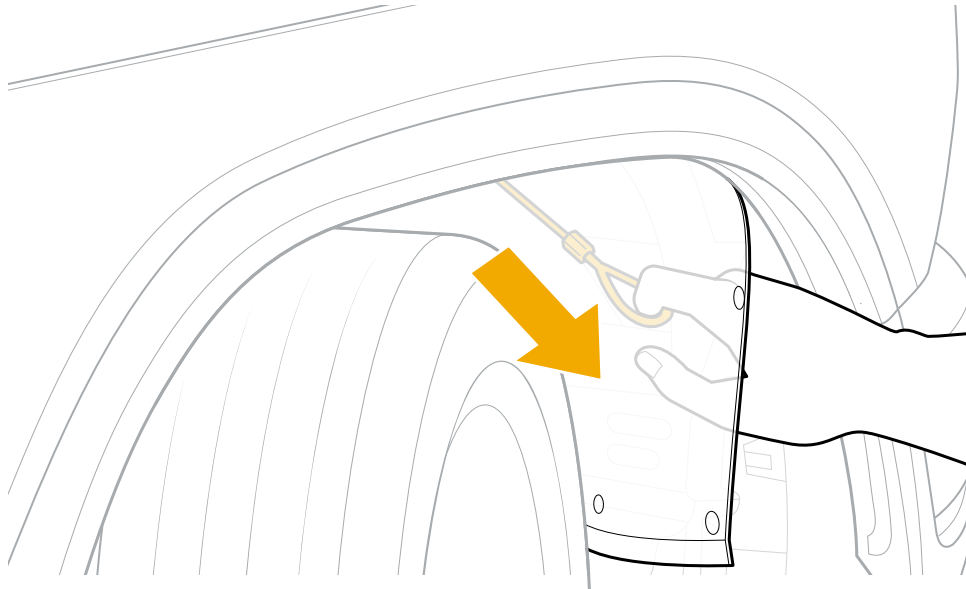
3. Pull back the wheel liner to access the hood release cable.

NOTE

An additional fastener is located on the underbody panel but requires a 10 mm hex tool to remove. You don't need to remove this fastener since it won't provide much additional clearance to the release cable.

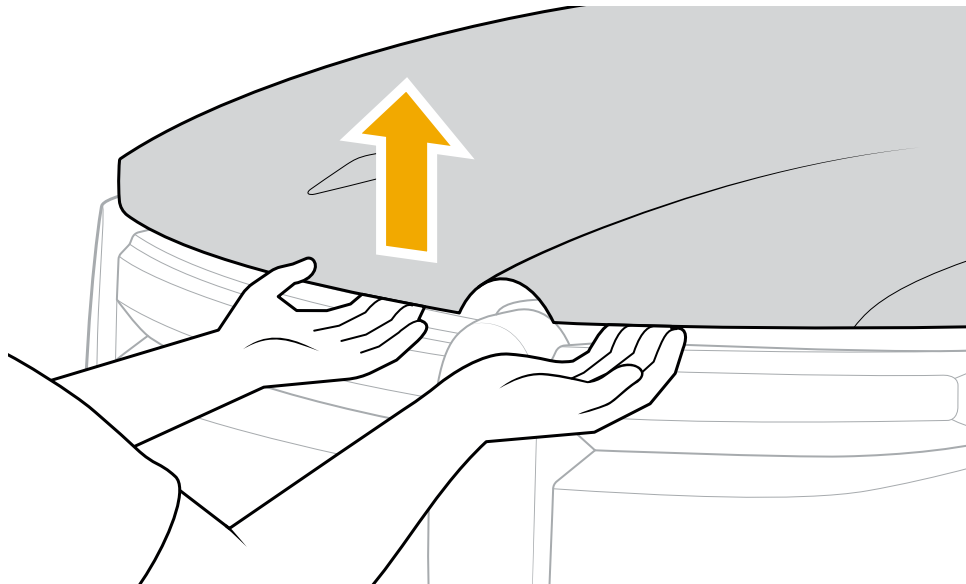


4. Reach in and up to locate the hood release cable. Pull the cable twice to release the hood latch.
 - The first pull brings the hood up, but in a latched position.
 - The second pull allows the hood to be fully released.



Item	Reach Distance (Approximate)
1	14 in (35.4 cm)

5. If the latch doesn't release, have a second person gently lift up and push down on the hood while you pull on the cable.



6. Replace the screws after the hood opens.

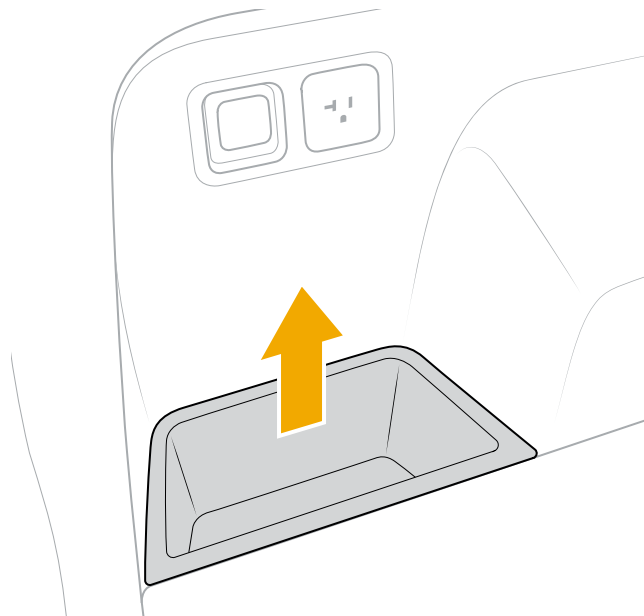
Manually Release the Charge Plug

If the charge plug won't release from the charge port, you can manually release it.

NOTES

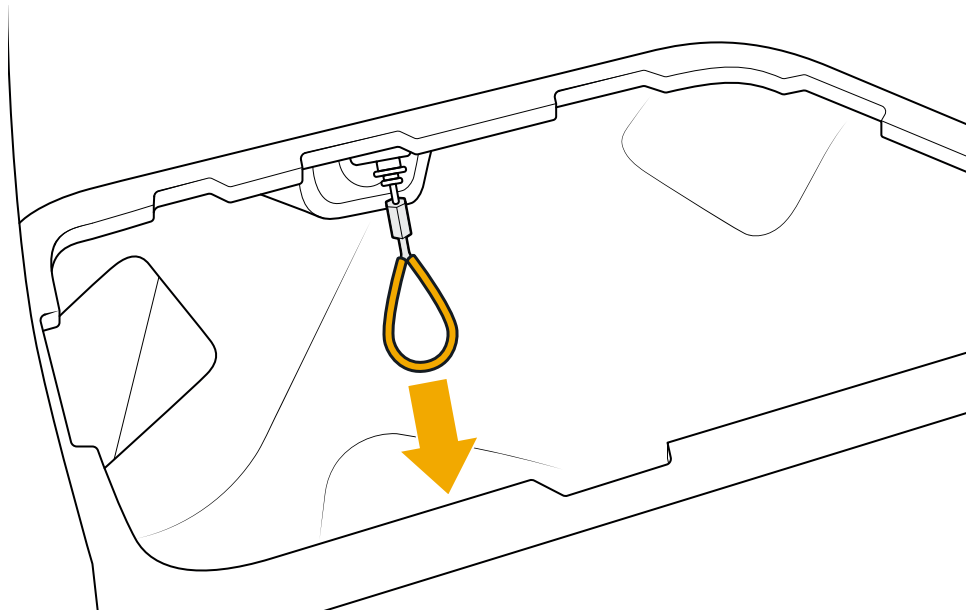
- Always stop a charge session before you remove the charge plug from the vehicle's charge port. Go to **Energy** ⚡ in the center display, and then choose **Stop Charging**.
- Ensure the vehicle is unlocked before you unplug from an AC charger.

1. Open the vehicle trunk and locate the storage bin.
2. Pull the bin up and out of the dedicated slot to release the clips.





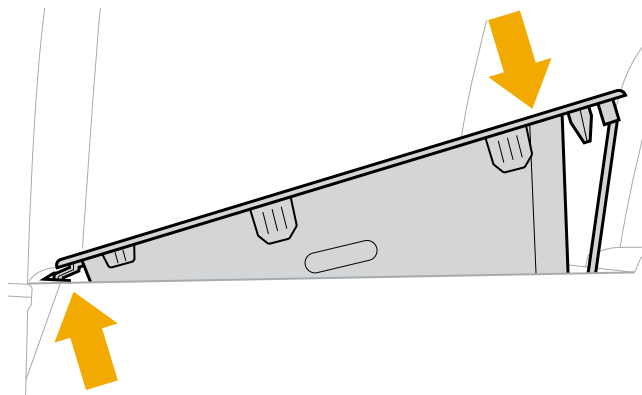
3. Gently pull the cable to release the charge plug.



4. Remove the charge plug from the charge port.
5. Reinstall the bin. First, angle the tab located on the bin's rear-end towards the matching hook along the slot. Connect the tab with the hook, and then slide the bin into the slot until all clips snap back into place and the bin sits flat.

NOTE

To ensure the bin sits flat in the slot, the rear-end tab and hook must be connected first before sliding in the rest of the bin.





Change a Tire

About Tire Change



DANGER

To avoid damage to the vehicle and injury to people nearby, follow these safety precautions when you change a tire.


- Find a safe location and ensure the surface is flat, firm, and high-friction.
- Don't service the vehicle on a narrow shoulder, near oncoming traffic, or on soft terrain.
- Don't place the tire jack over a grate or manhole cover.
- Don't place supports such as wooden blocks under the tire jack.



CAUTION

- The Rivian Tire Service Kit should only be used for roadside emergencies to change a flat or damaged tire on a Rivian vehicle. [Contact Rivian](#) for other types of service or repair.
- The Rivian Tire Service Kit is designed to lift a Rivian vehicle using the vehicle jack points only. Don't lift any other vehicle or cargo using the Rivian Tire Service Kit.

Prepare the Vehicle

1. Find a safe, level location.
2. Put the vehicle in **P** (Park).
3. Press the **Hazard Lights** button  on the overhead console to turn on the hazard lights.
4. Ensure all passengers exit the vehicle and stay in a safe location.
5. Continue to [Prepare the Spare Tire](#).

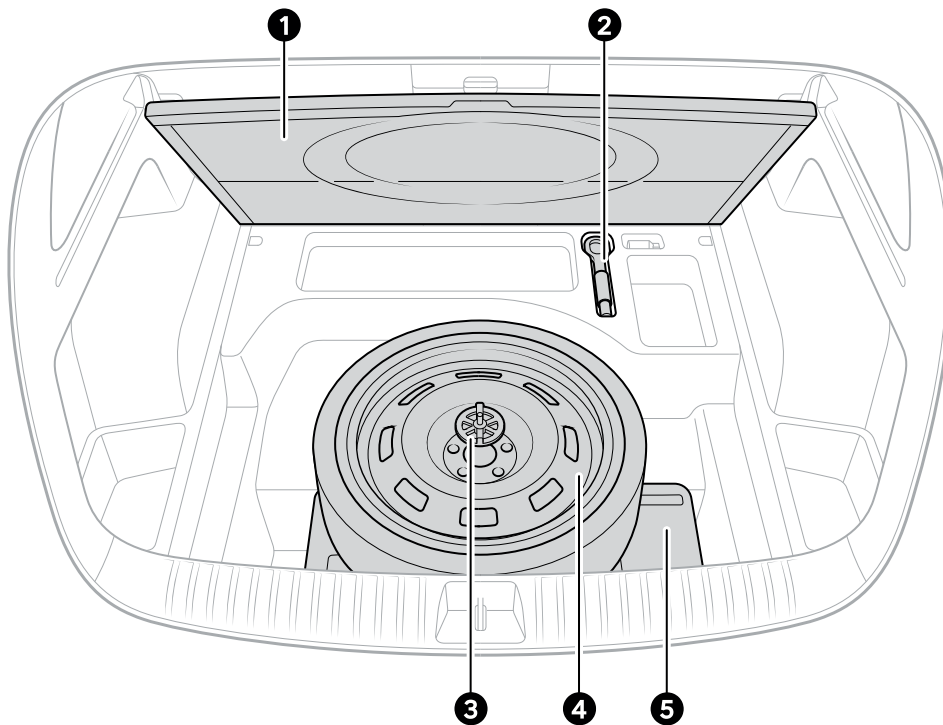


Prepare the Spare Tire

NOTE

The compact spare tire is an optional item and must be purchased separately.

1. Access the spare tire compartment in the rear cargo area.
 - a. Open the liftgate and tailgate.
 - b. Ensure the rear cargo area is empty.
 - c. Lift the floor panel door.



Item	Description
1	Floor panel door
2	Tow eye
3	Spare tire wing nut and stud (if equipped)
4	Compact spare tire (if equipped)
5	Tire service kit (if equipped; includes tire jack and tools)



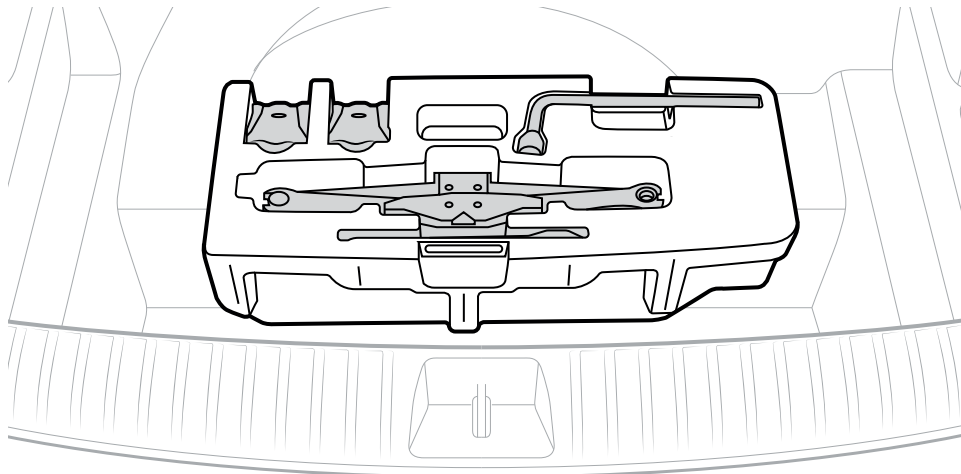
2. Remove the spare tire.
 - a. Unfasten the spare tire wing nut and stud and remove them.
 - b. Lift the spare tire out of the compartment.
 - c. Save the wing nut and stud for reinstallation.
3. Remove the spare tire.

**CAUTION**

Inflate the compact spare tire to 60 psi (410 kPa) using the air compressor in the tire mobility kit after you install the tire on the vehicle. See [Remove and Replace a Wheel](#) (page 27).

Lift the Vehicle with the Tire Service Kit

The optional compact spare tire includes a tire service kit. This kit includes wheel chocks, a jack wrench, jack assembly, and lug nut wrench.



1. Ensure the vehicle is in **P** (Park).
2. Remove the wheel chocks from the storage tray.



- Secure the vehicle by placing the wheel chocks on both sides of the tire diagonally opposite of the tire that you are changing.

**WARNING**

- The electronic park brake is only on the rear wheels.
- If you lift a rear wheel, the vehicle may roll.

- Locate the vehicle jack point closest to the tire you're changing. There is a jack point behind each front tire and in front of each rear tire, near the rocker panel.

**DANGER**

To avoid damage to the vehicle and injury to people nearby, only place the tire jack under the vehicle jack point. Don't place the tire jack under other locations.

- Remove the tire jack and handle from tire service kit.
- Position the tire jack under the jack point.
- Align the top of the tire jack with the vehicle jack point.

**DANGER**

To avoid damage to the vehicle and injury to people nearby, ensure that the jack is straight and the pin at the top of the tire jack is level and aligned with the opening in the vehicle jack point. The jack may slip if not aligned and level.

- Insert the jack handle into the tire jack. Then turn the handle to raise the jack slightly.
- If the jack begins to tilt, lower the jack. Then reposition the jack rearward approximately 2 in (5 cm) and try again.



Remove and Replace a Wheel



DANGER

To avoid damage to the vehicle and injury to people nearby, follow these safety precautions while the vehicle is supported by the tire jack.

- Don't place any part of your body under the vehicle while it's lifted.
- Be cautious around the lifted vehicle and the jack. Don't push or pull against the vehicle. If a wheel is stuck and can't be removed, [contact Rivian](#).

Remove a Wheel

1. Ensure the vehicle is in **P** (Park) and place the tire jack under the jack point. See [Lift the Vehicle with the Tire Service Kit](#) (page 25).
2. Raise the jack to lift the vehicle slightly, keeping the tire on the ground.
3. Loosen the lug nuts counterclockwise a half-turn with a lug wrench.
4. Raise the jack to lift the vehicle so the tire doesn't touch the ground.
5. Fully loosen and remove the lug nuts.
6. Remove the wheel from the vehicle by gripping the tread of the tire and pulling it straight out.

Install a New Wheel



DANGER

- If you're using the compact spare tire, install it on the vehicle before you inflate it.
- Do not exceed the maximum speed of 50 mph (80 km/h) on the compact spare tire.
- Replace the compact spare tire with a full-size tire as soon as possible. The compact spare tire is for roadside emergencies only.

1. Lift the wheel and align the wheel studs with the holes in the rim.
2. Push the wheel onto the hub. Ensure the wheel is fully seated to the hub.
3. Reinstall the lug nuts and tighten them by hand.



4. If you're using the compact spare tire, inflate the tire to the recommended pressure of 61 psi (420 kPa).

**WARNING**

Keep your hands and fingers away from the tire during inflation or deflation to avoid a pinch hazard.



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 Nm.

NOTES

- If you don't have a torque tool, tighten until the lug nuts can't be turned further.
- The lug nuts are M14 x 1.5.

7. Lower the jack until the full weight of the vehicle rests on the tires.
8. Remove the tire service kit and wheel chocks.

Prepare to Drive

1. Update the information under **Wheels and tires** to ensure accurate range estimates and vehicle configuration.
2. Lower the vehicle to improve access to the spare tire compartment. Go to **Drive Modes** . Choose **All-Purpose** .

NOTE

Ensure the area beneath the vehicle is clear before lowering.

3. Store the removed wheel and the tire service kit in the rear cargo area.
4. Choose your previous drive mode.
5. Drive for up to 10 minutes to allow the Tire Pressure Monitoring System (TPMS) sensors to update the tire pressure values.

NOTE

The compact spare tire doesn't have a TPMS sensor. Tire pressure values won't update until the compact spare tire is replaced.

6. Repair or replace the removed tire once you've reached your destination.

Contact Rivian

Still need help? Connect with us.

RIVIAN

Rivian Support

(888) RIVIAN1 / (888) 748-4261
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Insurance

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Roadside Assistance 24/7

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