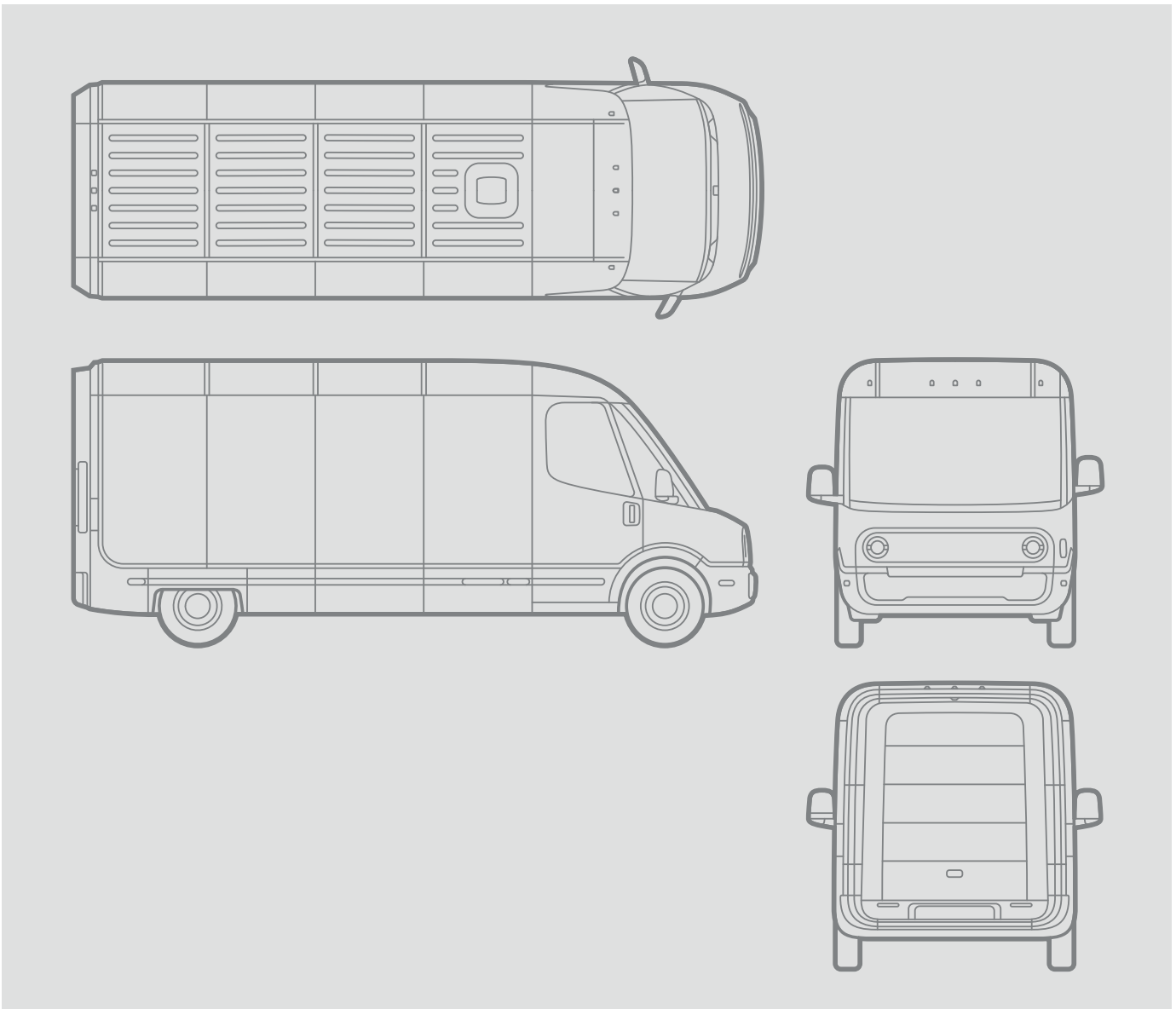


ELECTRIC DELIVERY VEHICLE

# Tow Operator Guide





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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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# Recover the Vehicle



## WARNING

- Only transport the vehicle on a flatbed tow truck. 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).

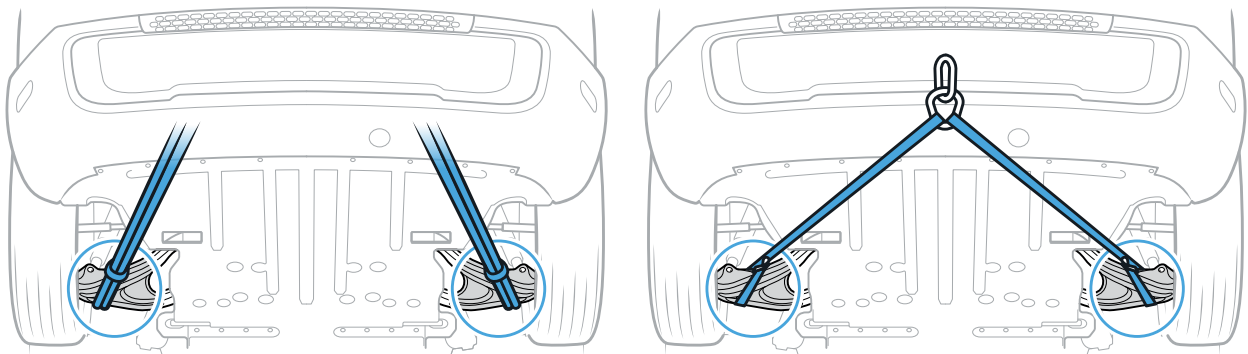
## PREPARE THE VEHICLE FOR RECOVERY

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 3 ft (1 m) endless loops or a nylon bridle through the lower control arms.



## CAUTION

To prevent damage, 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.

## CONNECT TO THE REAR AXLE

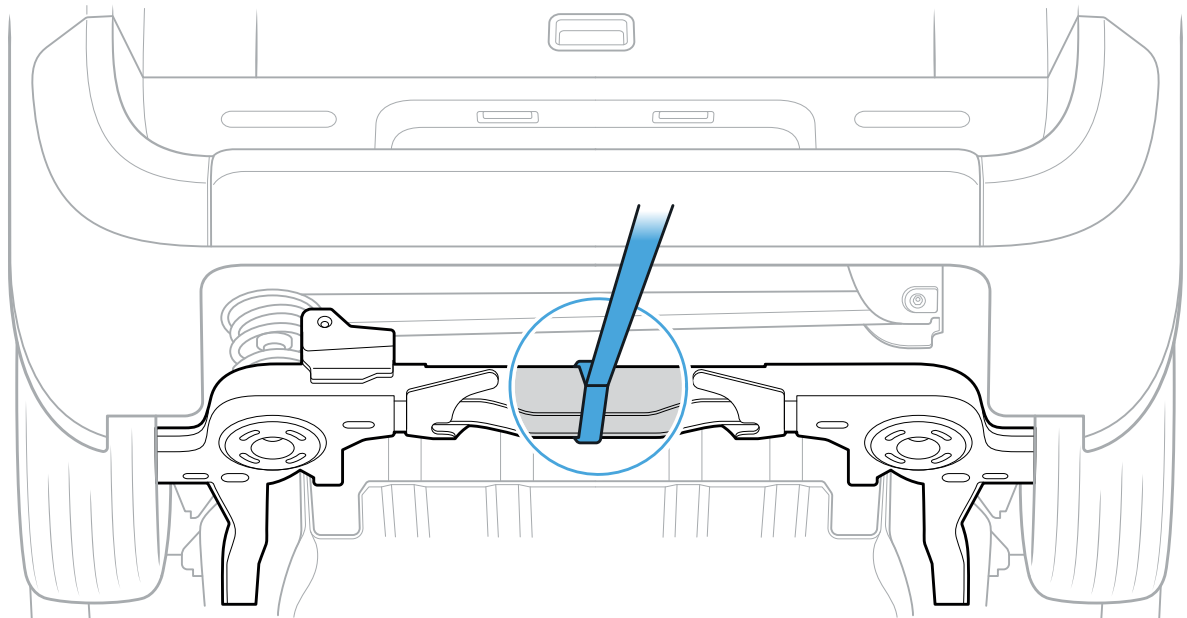
If you can't connect to the front control arms, you can recover the vehicle using the rear axle.

1. Ensure the front wheels face forward and are parallel with the vehicle.
2. Put the vehicle **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 tow eye or 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

The park brake release will turn 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

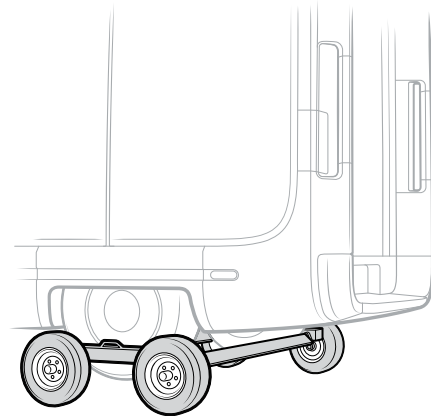
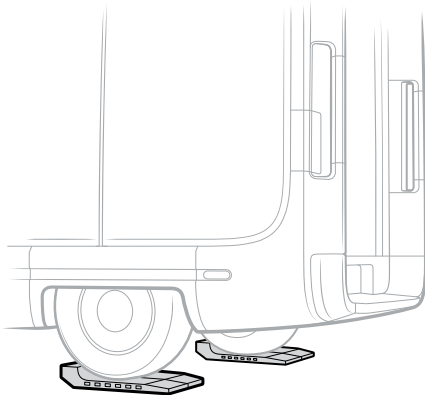
If you can't release the electronic park brake, lift the rear wheels to load the vehicle onto the tow truck.



**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.

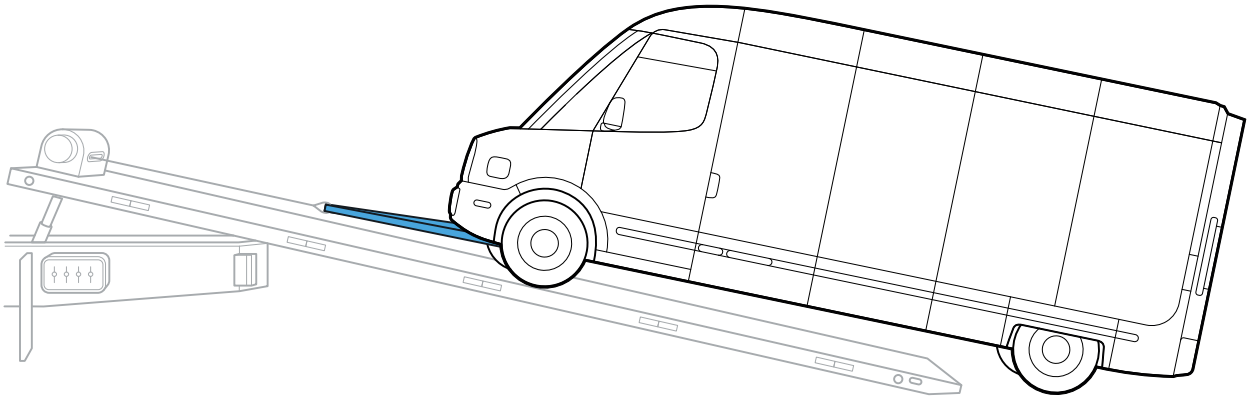
**NOTE**

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

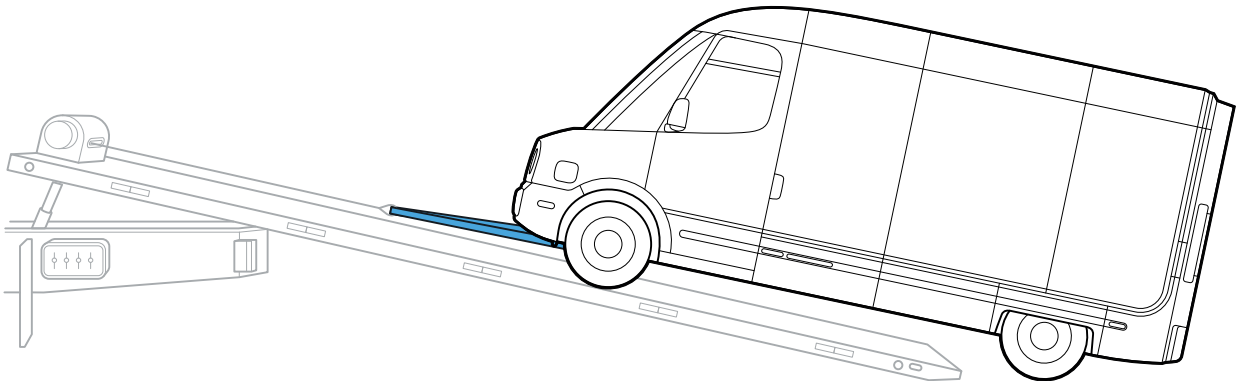
## LOAD THE VEHICLE ONTO THE TOW TRUCK

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 deck.

### EDV 700



### EDV 500



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

#### NOTE

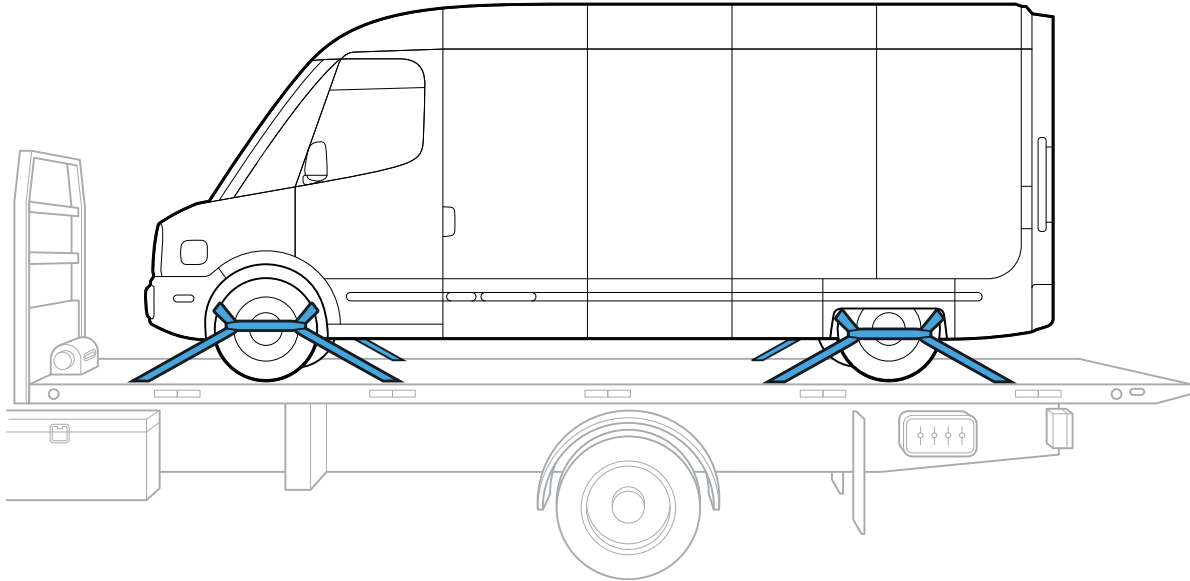
If you pull too fast, the vehicle stops and shifts to **P** (Park).

## RECOVER THE VEHICLE

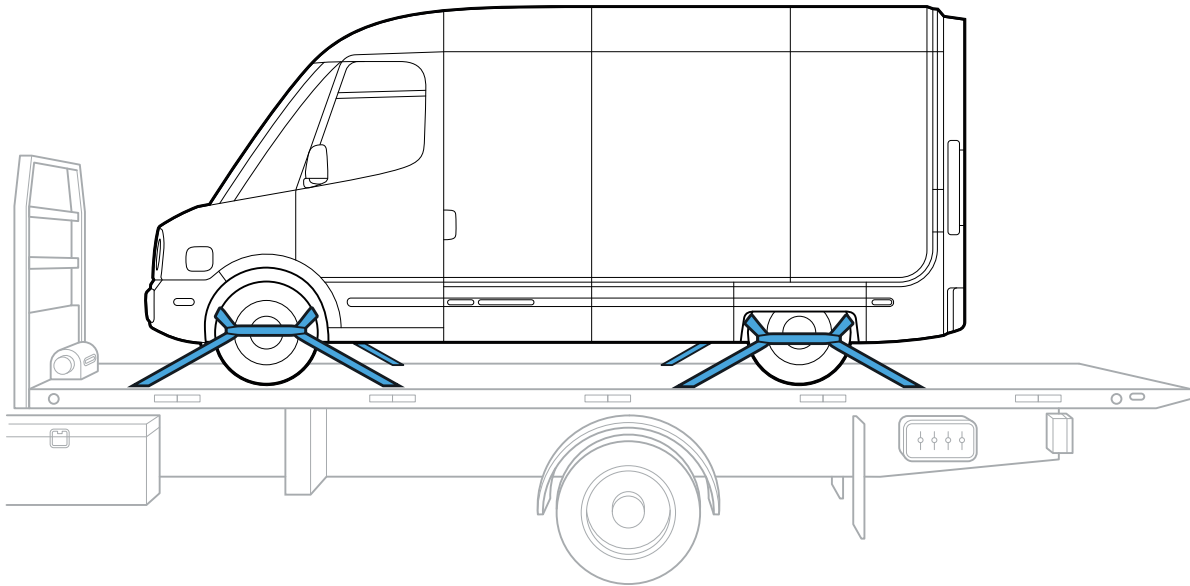
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5. Tie down the vehicle using eight-point retention straps with two points of contact per corner.

### EDV 700



### EDV 500



#### CAUTION

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

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



# Change a Tire

## PREPARE THE VEHICLE



### DANGER

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

### IMPORTANT

You'll need the following tools:

- Pro Eagle jack rated to lift 3 tons
- Rivian jack stand (TSN00597)
- EDV jack adapter (TSN01177)
- 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. Ensure the vehicle is in Park.
3. Turn on the hazard lights.
4. Remove heavy objects from the cargo area.



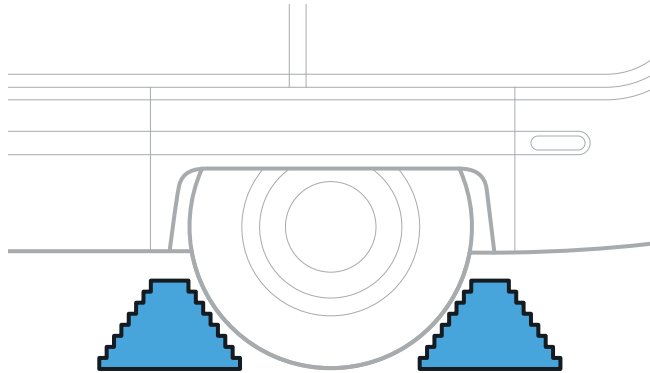
### CAUTION

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

## CHANGE A TIRE

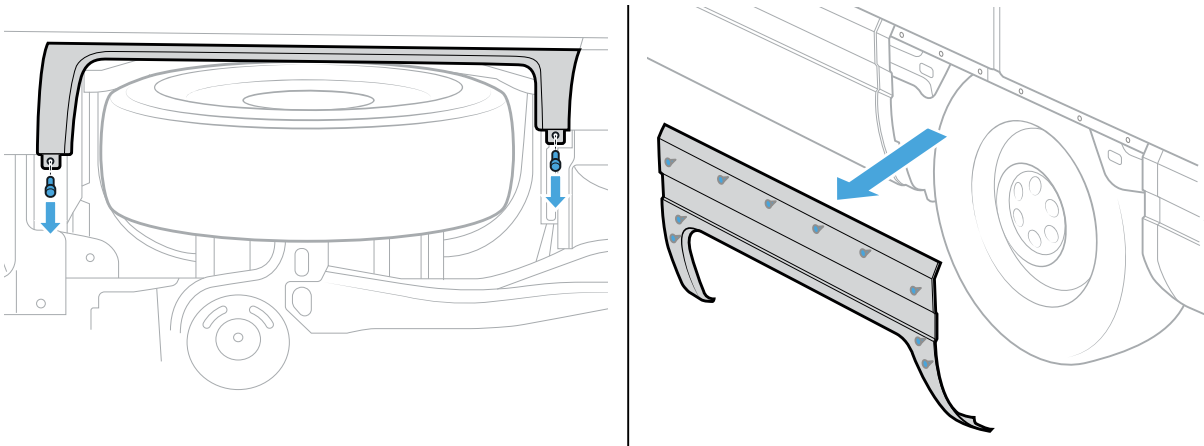
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5. Secure the vehicle using wheel chocks on the diagonally opposite tire.



6. If you're 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



# LIFT THE VEHICLE

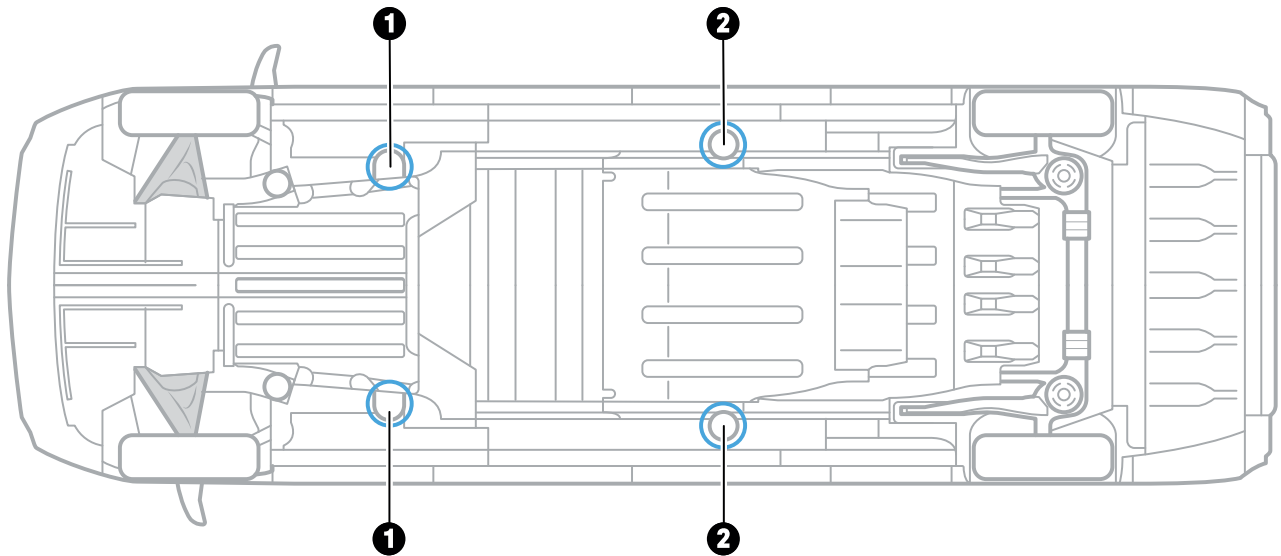


**DANGER**

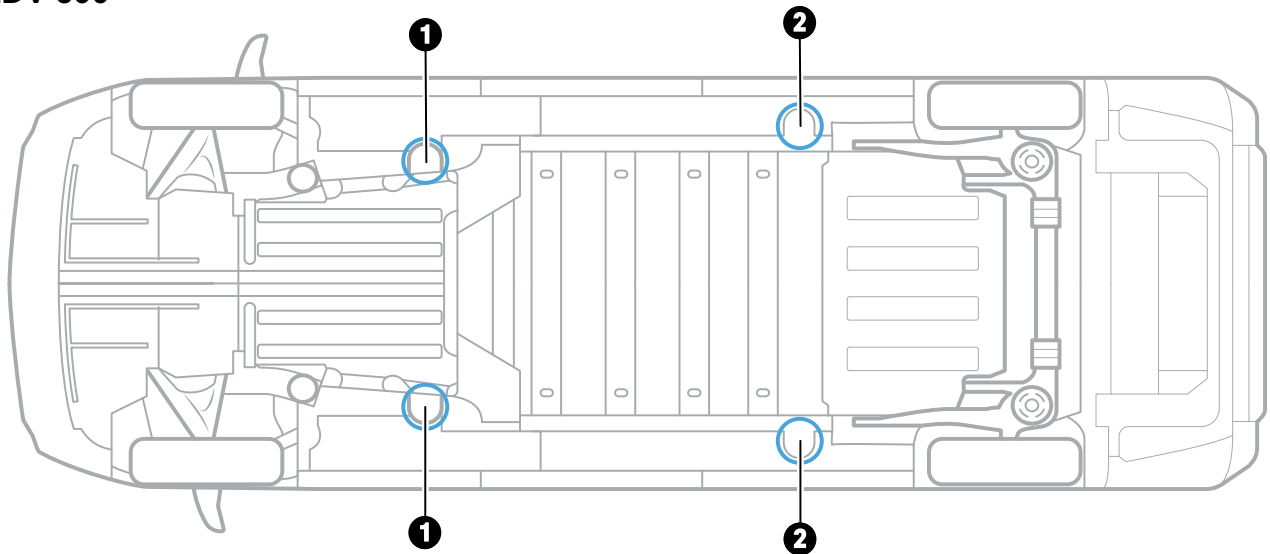
Don't place any part of your body under the vehicle while it's lifted.

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

## EDV 700



## EDV 500



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

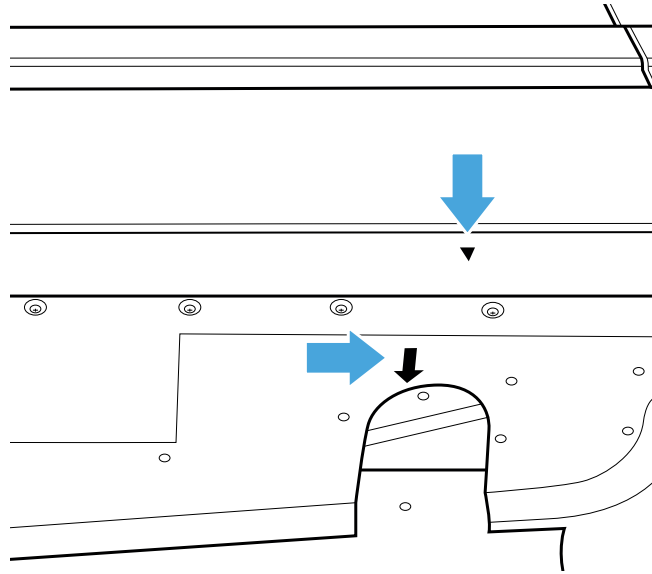
## CHANGE A TIRE

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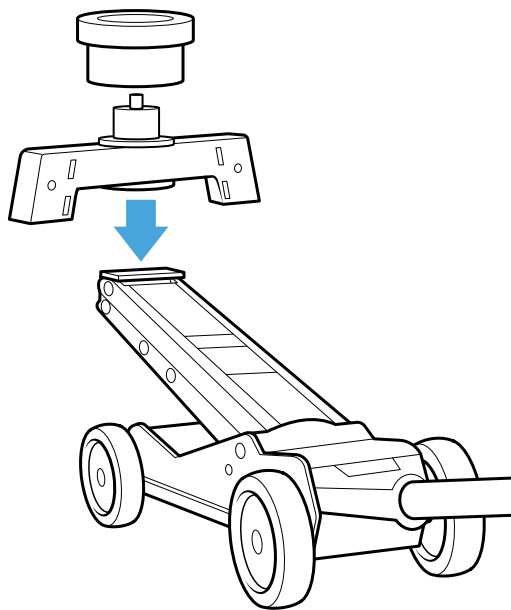
1. Find the jack location on the frame rail.

**NOTE**

Arrows on the vehicle indicate safe jack locations.



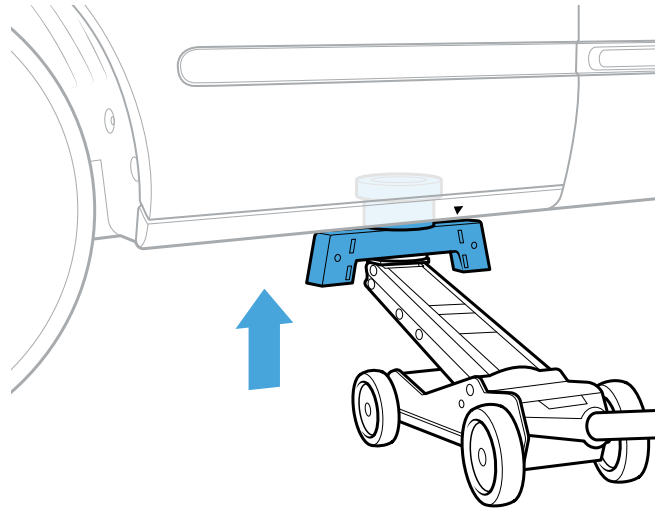
2. Place the jack under the jack location.
3. Place the jack stand header on the jack, with the header aligned parallel to the side of the vehicle. Ensure the header is level and the notches are aligned with the jack.
4. Place the jack adapter with rubber pad on the jack stand header. Ensure the jack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



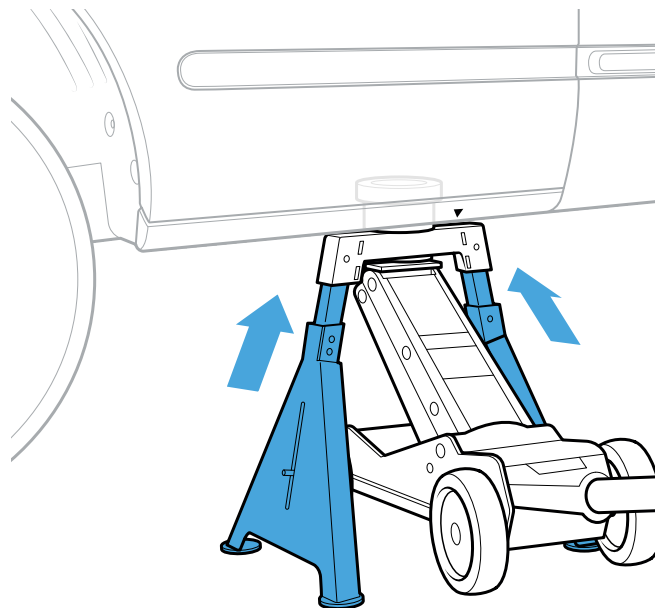
## CHANGE A TIRE

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



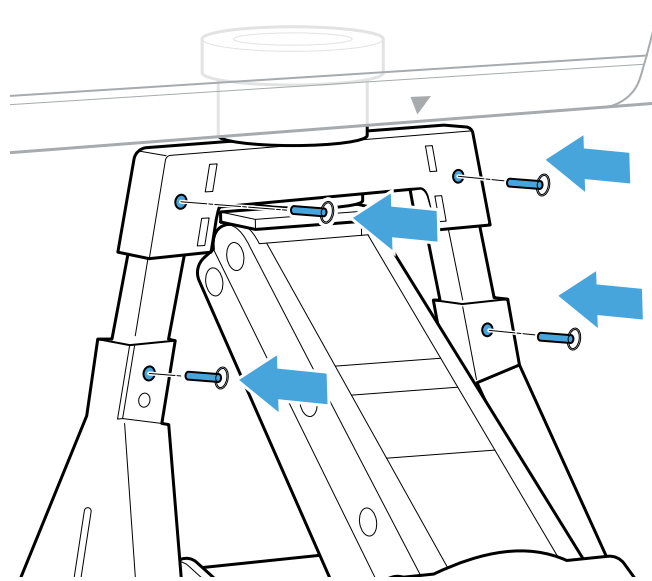
7. Loosen the lug nuts counterclockwise one half-turn with a lug wrench.
8. Raise the vehicle until there is enough clearance to install the new wheel.
9. If you're replacing a rear wheel, ensure the tire doesn't touch the ground and the tire has proper clearance to the top of the fender.
  - If the 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.



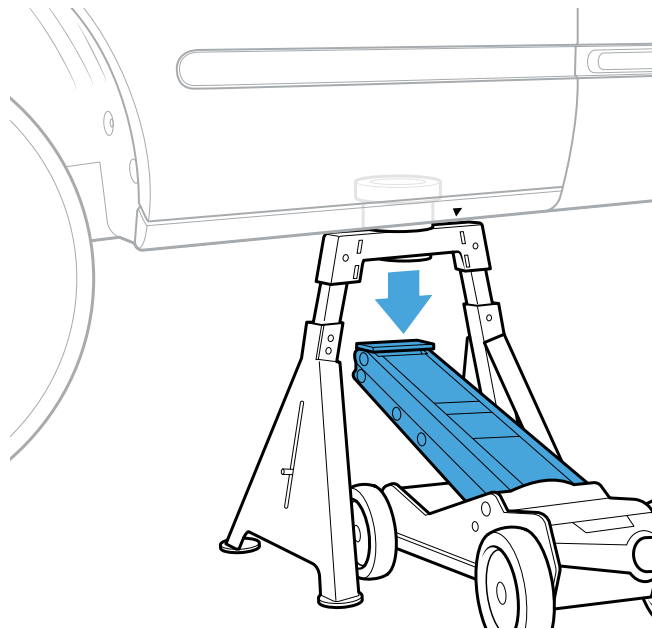
## CHANGE A TIRE

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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.



## REMOVE AND REPLACE A TIRE

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

**NOTE**

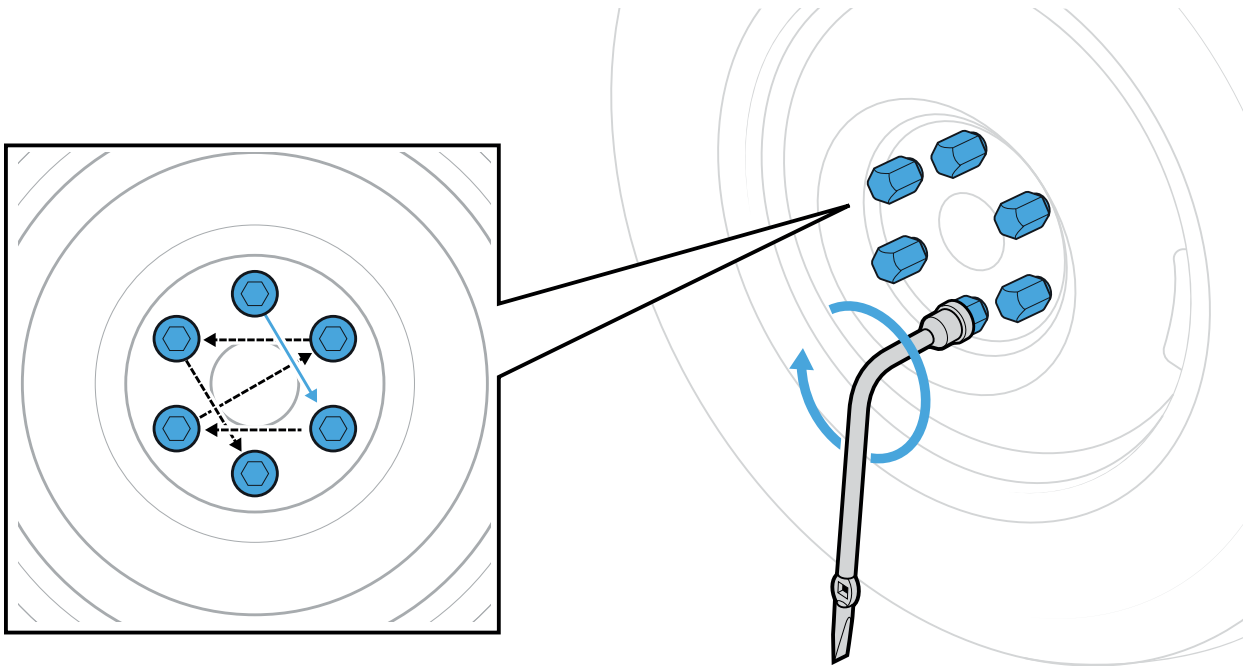
Save these parts for reinstallation.

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.

**NOTE**

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 off the jack stand.
8. Remove the jack stand pins, and then remove the jack stand legs.
9. Lower the jack until the tire touches the ground but doesn't carry the full weight of the vehicle.
10. Torque the lug nuts in an alternating star pattern to 190 Nm (140 ft-lbs).

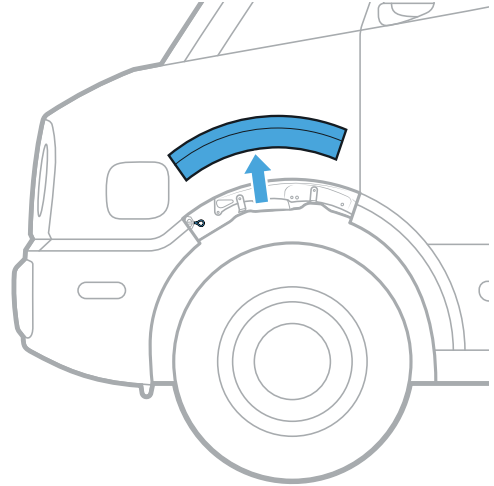


11. Lower the vehicle completely, then remove the jack, jack stand top hat, and the jack adapter with rubber pad.
12. If needed, reinstall the rear wheel cladding.
13. Remove the wheel chocks.
14. Repeat the steps above for the remaining tires to be replaced.

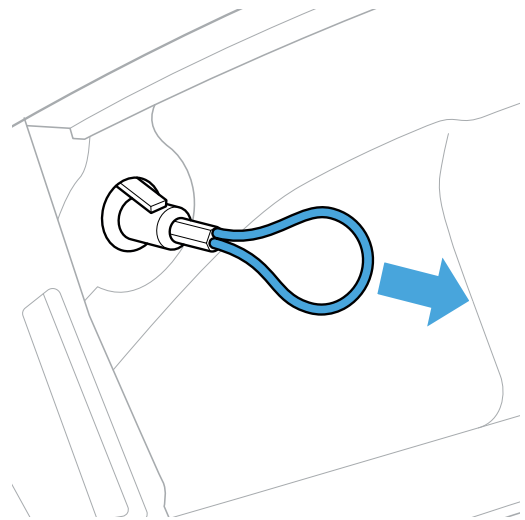
# Manually Release the Charge Plug

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. Remove the center trim panel above the tire on the driver side of the vehicle.



2. Gently pull the cable to release the charge plug.
3. Remove the charge plug from the charge port.
4. Replace the trim panel.





# Jump Start 12 V Batteries

The vehicle has two 12 V batteries under the driver's seat. Signs of discharged 12 V batteries include the following:

- The doors and storage areas don't unlock.

## NOTE

To unlock the doors when the 12 V batteries are depleted, use the emergency key inside the key fob.

- The vehicle doesn't respond to the key fob.
- The lighting doesn't illuminate.
- The displays don't turn on.



## CAUTION

Don't use the vehicle to jump start another vehicle.

Before you begin, ensure that you have an adequate power source to jump start the vehicle.

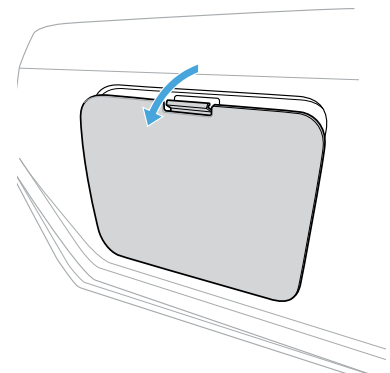
- If using a tow truck to jump start, the tow truck needs to be running until the vehicle powers up.
- If using a jump box, it needs to maintain a steady voltage of 12.5 V at 15 A (30 A peak).

## IMPORTANT

Both batteries need to be jump started at the same time.

Jump start the batteries by following these steps:

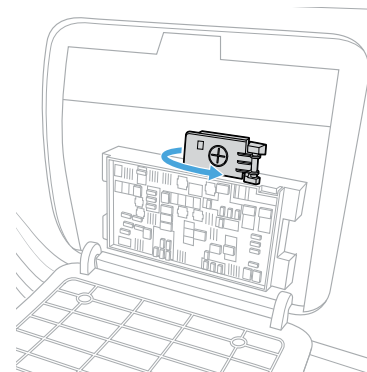
1. Remove the panels on the left and right sides of the driver's seat by pushing down on the clips



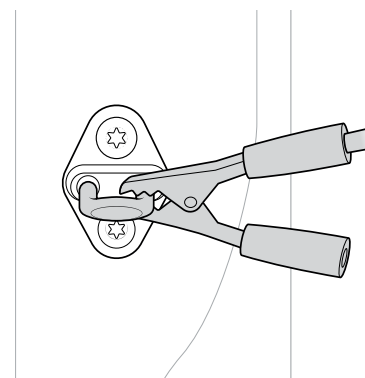
## JUMP START 12 V BATTERIES

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2. On each side, open the cover for the positive battery post.



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



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

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 post.
8. Repeat steps 6 and 7 on the second battery.

### IMPORTANT

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

# Restart the Software



## CAUTION

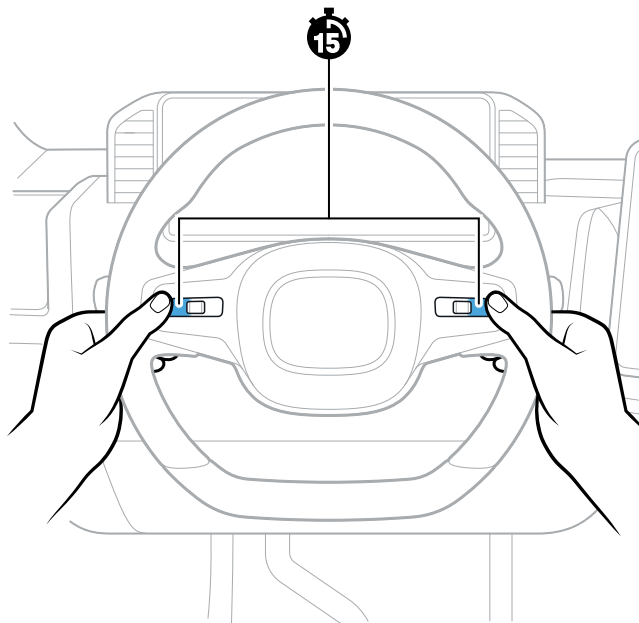
Contact [Service](#) before you restart the software or the vehicle. Restarting can damage the vehicle and void the warranty.

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

1. Make sure the vehicle is in **P** (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 go dark for about one minute until the restart is complete.



# Restart the Vehicle



## CAUTION

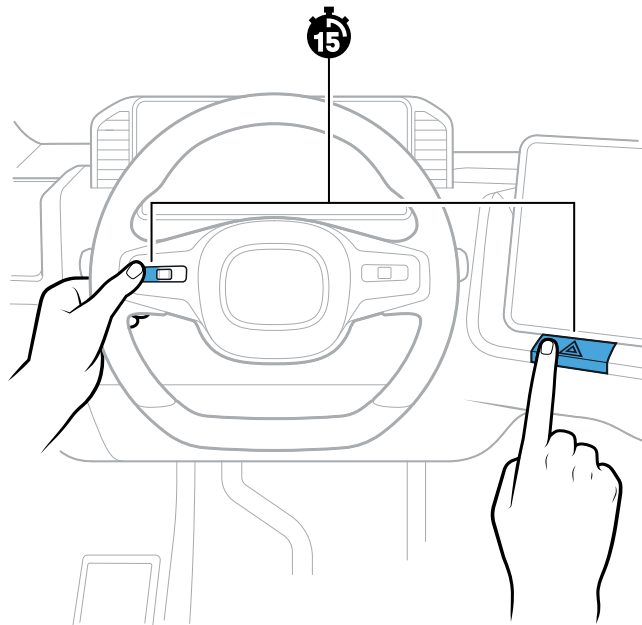
Contact [Service](#) before restarting the vehicle or the displays. Restarting can damage the vehicle and void the warranty.

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

## NOTE

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



# Customer Service

Still need help? Connect with us.

## **Roadside Assistance 24/7**

[\(800\) 433-7195](tel:(800)433-7195)

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

[\(855\) RIVB2B5](tel:(855)RIVB2B5) / [\(855\) 748-2225](tel:(855)748-2225)