

Subject: **RE: R1 Shop**
Date: 9/16/2022 1:28:34 PM Central Standard Time
From: customerservice@rivian.com
To: moosetags@aol.com



Hi Brian,

Thanks for reaching out to the Rivian Customer Engagement Center.

Apart from the preorder date, other factors such as location, configuration, and vehicle availability are considered when we roll out invitations to access the R1 Shop; most of those factors are also considered when the teams calculate delivery timing estimates. Your location in Florida is very far from the nearest service center to you, which means you're currently out of our serviceable range.

We continue to prioritize deliveries in [locations](#) where service infrastructure is in place as we expand and scale our services. While factory pickup or service center pickup may be an option, if, throughout the ownership of the vehicle, it'll need servicing, we currently can't support a service appointment at your location. The vehicle would have to be brought to our service center, which for your location is currently several hundred miles away from our Orlando, Atlanta, and Houston locations.

In addition, our teams noticed a flag on your account due to an invalid delivery address. Our Normal plant's address can't be inputted into the delivery address field, so the teams reverted it to the previous Florida address we had on file. If you wish to take ownership of the vehicle at our plant in Normal, you'll be able to coordinate that with the Rivian Guide assigned to your preorder.

If you have any questions, you're more than welcome to reach out to us again anytime. As part of our commitment to transparency with our community, we will frequently communicate to keep you updated.

Stay adventurous,

Cordell

Weekdays: 7 AM-8 PM (CST)

Weekends: 10:30 AM-7 PM (CST)



Please add customerservice@rivian.com to your contacts.

If you have a question, you can reach us here.

Copyright © 2022 [Rivian](#). All rights reserved.

15770 Laguna Canyon Rd #100 Irvine, CA 92618 USA

----- Original Message -----

From: Brian McCabe [moosetags@aol.com]

Sent: 9/15/2022, 5:37 AM

To: customerservice@rivian.com

Subject: R1 Shop

Dear Rivian,

Why have I not been invited into the R1 Shop? I am one of the earliest adopters with a November 28, 2018 reservation date. I also do not have a Guide. My son who ordered on the same day has has a Guide for several months.

SuEllyn McCabe

CONFIDENTIALITY

NOTE: This electronic message (including any attachments) may contain information that is privileged, confidential, and proprietary. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained herein (including any reliance thereon) is strictly prohibited. If you received this electronic message in error, please immediately reply to the sender that you have received this communication and destroy the material in its entirety, whether in electronic or hard copy format. Although Rivian has taken reasonable precautions to ensure no viruses are present in this email, Rivian accepts no responsibility for any loss or damage arising from the use of this email or attachments.