

## **Rivian service**

### **Service Event 1**

August 7, 2023 / 00223

1 item. Done on-site at home in Fairview.

- Spare tire missing at delivery. Tech initiated due bill. Tire and tool kit installed.

### **Service Event 2**

August 22, 2023 / 17832

3 items. Done at service center in SL.

- Recall item, Rattle from defrost panel. Replaced clips. Not reported by me.
- Recall item, Added tape and cable ties to cowl harness.
- Steering wheel not centered. Did 4-wheel alignment.

### **Service Event 3**

November 3, 2023 / 70390

1 item. Done on-site at home in Fairview.

- Gear tunnel door wouldn't open. Replaced gear tunnel latch.

### **Service Event 4**

February 22, 2024 / 41212

1 item. Done at service center in SL.

- Camp speaker wouldn't pair. Took car / speaker to SL service center. Speaker okay. Update phone.

### **Service Event 5**

April 23, 2024 / 635611

6 items. Done at service center in SL.

- Recall item, misaligned chargeport door.
- Air conditioner not working. Leak in refrigerant system.
- Refrigerant overfilled.
- Auxiliary air control panel.
- Courtesy inspection.
- Gear cable not locking. Internal failure of gear guard module.

### **Service Event 6**

October 30, 2024 / INV\_20241022\_153030. Car was dead, no electrical activity.

3 items. Done at service center in SL.

- Courtesy inspection (\$40.00).
- Towing to Salt Lake service center (\$910.00).
- Replace 12v battery.

### **Service Event 7**

March 12, 2025 / INV\_20250303-223644. Steering wheel was peeling. See separate document.

5 items. Done at service center in SL.

- Recall item, portable charger
- Courtesy inspection (\$40.00)
- Replace steering wheel
- Recall item, tire service kit
- Recall item, tighten hub fasteners

### **Service Event 8**

October 1, 2025 / INV\_20250902-202624. - Customer states that their adaptive cruise control consistently turns off after about 10 minutes of use, with a message appearing that says 'Adaptive cruise control turned off. System fault detected.' The issue occurs consistently during use.

Fixed with software update.

2 items. Done at service center in SL.

- Radar sensors general diagnostic. Drove car.
- Courtesy inspection (\$21.00)

### **Service Event 9**

No invoice yet. Replace rear drive unit.