

# RCI-98-23-002-1: General Repair Guidelines

## Rivian Automotive, LLC Position Statement

<b>Document Type</b>	Collision Repair Information Document
<b>Date</b>	April 17, 2023
<b>Affected Region(s)</b>	USA
<b>Affected Model(s)</b>	R1T, R1S, EDV
<b>Model Year(s)</b>	2022+
<b>Vehicle System</b>	98 - Maintenance and Inspection

Rivian has established important guidelines regarding collision repair and interaction with parts on Rivian vehicles to help ensure the vehicle is repaired to Rivian standards. Certified Collision Centers and the collision industry must follow these guidelines to uphold Rivian's standards of safety and quality.

Repair guidelines, position statements, and repair procedures published by Rivian are engineered and tested to help ensure Rivian vehicles are repaired to provide quality, performance, safety, and durability. To meet [Rivian Repair standards](#), repairs should be performed by Rivian Certified Technicians using Rivian approved repair procedures, tools, and Rivian Original Equipment Parts.



**Warning:** Before beginning repairs, always refer to the appropriate Rivian service procedures to see if the vehicle's high-voltage system needs to be de-energized. Failure to de-energize the high-voltage system can result in major injury and possible death.

## Rivian Repair Guidelines

The following guidelines have been developed by Rivian to help uphold Rivian quality and safety standards. The following guidelines must be followed to uphold [Rivian Repair Standards](#).

- Before starting a repair, always refer to the latest corresponding repair procedures. Repair procedures are regularly updated and may be specific to certain models and production dates.
- All structural or cosmetic repairs on Rivian vehicles must be performed as described in the Rivian Repair Procedures for that specific model. All repairs have been validated by Rivian to ensure safety, durability of the repair, and proper function of the surrounding systems after the repairs have been made.
- Rivian does not support the use of aftermarket, Optional OEM (Opt-OE), alternative, reverse-engineered, used, salvaged, or externally re-manufactured parts. Refer to [RCI-98-22-001-1: Replacement Parts](#).
- To ensure proper operation, safety, and durability of the Rivian vehicle, all collision repairs should be performed by a Rivian Certified Technician, with Rivian approved tooling, at a Rivian Certified Collision Center.
- To make sure all Diagnostic Trouble Codes (DTC) are found and cleared before repair, and that all systems on the vehicle are calibrated and operating as designed after the repair is completed, a scan of the vehicle's diagnostic system should be performed before and after all repairs. Refer to [RCI-98-22-007-1: Pre and Post Repair Scan Requirements](#).
- Structural repairs that require the use of model-specific fixtures or jigs must be performed by a Rivian Certified Technician using a Rivian approved frame bench repair system. The vehicle must be secured to the approved frame bench repair system with a minimum of 8 fixturing points from the available points specified in the frame bench manufacturer's documentation for the specific model while structural repairs are performed. Additional points may be necessary to support the weight of the vehicle on the frame bench; consult the manufacturer's documentation for required minimum number of fixturing points beyond the 8 stated in this document.
- Rivian works with leading information providers to yield established repair times for vehicles. This ensures that electronically created repair estimates are fair to the consumer and repairer, and account for all operations involved in the repair process. Rivian internally tests and reviews published labor times for accuracy.



Always refer to the appropriate Rivian Repair procedure for the most up to date information regarding specifications as well as location, position, operation sensitivity, part numbers and any revisions listed.