

RCI-98-23-002-4: Rivian Repair Guidelines

Rivian Automotive, LLC Position Statement

Document Type	Collision Repair Information Document
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Affected Region(s)	USA
Affected Model(s)	All
Model Year(s)	All
Vehicle System	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 [RCI-98-22-003-2: 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-98-22-001-3: 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-98-22-007-2: 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.

Vehicle Baking Temperature Limitations

After refinishing operations are completed, it is acceptable to “bake,” or force dry the vehicle in a paint booth if none of the following parameters are exceeded:

- Maximum bake time: 55 minutes
- Maximum booth ambient temperature: 150° F (65° C)

Before baking, if any repairs to the cooling or HVAC systems have not been completed, the 12V and High-Voltage power must be disabled to prevent these systems from turning on. After the baking cycle is complete, the High-Voltage battery temperature can continue to increase. For this reason, the vehicle must be removed from the booth within 30 minutes of the baking cycle ending, or the paint booth doors must be opened.

Attention:

Do not let the vehicle remain in the paint booth with the doors closed for any extended period of time or the ambient temperature of the batteries can rise above the acceptable threshold.

Paintless Dent Repair (PDR)

Overview

Paintless Dent Repair (PDR) is utilized to reduce the cost of repairing small, easily accessible, and shallow dents that do not have paint damage. PDR prevents panel removal and the need for color matching and/or blending into neighboring panels. The following guidelines have been tested and developed by Rivian for proper and safe application of PDR.

PDR techniques can be used on both steel and aluminum substrates, though, each may have limitations. For specific limitations refer to the appropriate vehicle's Material Matrix.

Before Repair

A 30X power, hand-held magnifying glass should be used to determine if there is micro-cracking on the paint surface. If micro-cracking is present, the panel must be sanded down to the substrate and refinished.

Paint coatings damaged by attempted PDR work must be repaired and refinished.

PDR Guidelines

- Do not drill, cut, or modify panels to gain access.
- Interior panels, trim, and modules may need to be removed to prevent damage.
 - Refer to the appropriate section in the service manual for removal and installation procedures.
- While performing repairs, take all necessary precautions to prevent damage that may be caused to electrical and mechanical components.
- Consider the substrate, panel contours, wire harnesses, drain hoses, as well as the locations of braces and sound deadening materials.
- Pushing and pulling on body panels can cause stretching beyond the flexible limits of the paint coatings, resulting in delamination or micro-cracking.
- Non-damaging glue pulling techniques should be utilized to avoid the use of push rods. The use of push rods can disrupt the factory corrosion protection coating on the backside of panels.

After Repair

After repairs are completed, PDR technicians must check for micro cracking using a 30X power, hand-held magnifying glass in addition to restoring all disrupted factory corrosion protection with the approved corrosion protection materials.

Clearcoat Blending

Warning:

The use of clearcoat blending procedures may void the paint manufacturer's warranties.

Rivian does not recommend the use of any clearcoat blending procedures in warranty or collision refinishing repair work.

Technicians should not perform clearcoat blending due to the following:

- Clearcoat blending does not allow material to properly adhere to the refinished surface.
- Clearcoat blending does not provide sufficient ultraviolet (UV) protection to the refinished area.
- Clearcoat blending can degrade the durability of the material, exposing it to the elements. This can result in discoloration, delamination, hazing, fading, peeling, and a noticeable blend edge.

Rivian advises technicians to perform the following clearcoat procedures:

- To restore the factory finish, the final clear coat should be applied to the panel's edge or natural breaking point.
- It may be necessary to remove exterior trim, moldings, weather stripping, handles, emblems, decals, or glass for clearcoat application. The removal of certain components can cause fault codes and may require recalibration or reinitialization to ensure all systems are functioning properly.

Rivian's position applies to all approved paint systems. Please refer to the paint manufacturer's guidelines for additional information on recommended processes and warranty restrictions.

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.

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