



August 9, 2023

Mr. John Bozzella
President and CEO
Alliance for Automotive Innovation
1050 K Street NW, Suite 650
Washington, DC 20001

Ms. Julie Massaro
President
Automotive Service Association
8209 Mid Cities Blvd, Suite 100
North Richland Hills, TX 76182

Mr. Aaron Schulenburg
Executive Director
Society of Collision Repair Specialists
PO Box 3037
Mechanicsville, VA 23116

Rivian Automotive, LLC Response to Automotive Repair Data Sharing Commitment

Dear Mr. Bozzella, Ms. Massaro, and Mr. Schulenburg:

Rivian Automotive, LLC (“Rivian”) appreciates the opportunity to respond to your letter dated July 11, 2023, outlining the Automotive Repair Data Sharing Commitment made by your associations (“Commitment”). Rivian agrees that our customers should have access to safe and proper repairs throughout a vehicle’s lifecycle and further is aligned with supporting the independent repair community as provided in the Commitment.

Rivian is an independent U.S. company dedicated to the production and distribution of Electric Adventure Vehicles™. Our line of vehicles supports Rivian’s mission to Keep The World Adventurous Forever™, by offering compelling and clean all-electric alternatives to internal combustion engine technology. Rivian exists to create products and services that help our planet transition to carbon neutral energy and transportation. Rivian designs, develops, and manufactures category-defining electric vehicles and accessories, and sells them directly to customers in the consumer and commercial markets.

In addition to Rivian owned and operated service centers and mobile service, we currently offer several independent repair options for Rivian owners to service and repair their vehicles including:

- A growing network of third-party Rivian-Certified Collision Centers
- Third-party nationwide wheel and tire service through a certified national provider
- Options for third-party glass repair and advance driver assistance system (“ADAS”) calibration
- Nationwide emergency roadside assistance, 24/7/365 through third-party tow providers
- Third-party and self-service options for entry level/commoditized repairs on our commercial vehicles

Rivian supports third-party collision centers by providing access to Rivian repair manuals, service parts, tools, and training—enabling them to safely repair Rivian vehicles. Rivian intends to leverage similar approaches as we increase third-party and do it yourself options.

Finally, Rivian aims to lead in self-repair by developing features which enable third parties and individuals to increasingly perform service on Rivian vehicles. Rivian is committed to the safe service and operation of its vehicles, and we will use this as a primary design principle when enabling do-it-yourself and manuals, guides, tools, and third-party services.

As a new to market company, our service capabilities are developed, practiced, and validated internally first. As our products, systems, tools, and training methods mature, we are committed to continually acting towards expanding do-it-yourself and third-party capabilities.

Rivian makes safety a key priority for customers as they take on their next adventure. Achieving our goal of providing value-added services that address the entire lifecycle of the vehicle and deepen our customer relationships requires a portfolio of public policies supporting consumer choice and competition throughout the industry. The Commitment reflects these Rivian policies.

Thank you for sharing the Commitment and providing the opportunity to align on supporting customer rights while also protecting the safety and security of their vehicles.

Sincerely,

A handwritten signature in black ink that reads "Alan Hoffman". The signature is written in a cursive, flowing style.

Alan Hoffman
Chief Policy Officer