



June 1, 2023

Hello Store Managers, Workflow, and Marketing Assistant Managers,

To be a more strategic business partner in your area and drive more business to Discount Tire/America's Tire, we have partnered with Rivian to be the only approved installer for all tires, wheels, and wiper blades for their employees' and customers' Rivian vehicles.

CRITICAL TO SAFETY & CRITICAL TO QUALITY:

- To help make this partnership successful and continue to deliver on our Safety Strategy by building a successful Business-to-Business (B2B) relationship with Rivian, **it is critical that all Rivian vehicles are properly serviced in alignment with the [Raising Vehicles Best Practice](#) and [Raising Rivian Vehicles QRG](#).**
- Within the next few weeks, stores will start receiving special adapters to help perform lifting of these vehicles when using jacks, while reducing the risk of causing damage.

IMPORTANT: You are **ONLY** allowed to lift Rivian vehicles using the Rivian adapters and jacks. If a Rivian vehicle arrives at your store for service and you do not have the adapters available, **DO NOT** attempt to lift the vehicle.

- Rivian vehicle computer settings must be set to the **Tire Change Mode** before servicing the vehicle, and they must be returned to the **All-Purpose Drive Mode** when the service is complete.

Rivian customers

- Rivian has communicated to their employees that Discount Tire/America's Tire is the preferred tire, wheel, and wiper blade installer for their Rivian vehicles.
- When Rivian customers contact Rivian to have their vehicle serviced, Rivian employees will direct them to the nearest Discount Tire/America's Tire location to schedule an appointment with us.

Our ask of you

Marketing Assistant Managers:

- Due to the nature of this strategic B2B partnership, please be prepared to provide Rivian employees and customers with a World-Class Customer Experience that could help drive more business to your store.

Workflow Assistant Managers

- Please share this information with your people so they are aware that Rivian employees and customers will be bringing their vehicles to your store to be serviced, and are properly following the [Raising Vehicles Best Practice](#) and [Raising Rivian Vehicles QRG](#).
- Ensure your people **DO NOT** attempt to lift Rivian vehicles **without** the required adapters.

If you have any questions about Rivian or this partnership, please use the Feedback button on the [Fleet Leadership Responsibilities page](#).

For all adapter, jack, or service-related questions, please contact DTC_EquipmentQuality@discounttire.com.

Thank you for being a strategic business partner and representing the Discount Tire brand!