



Hi there,

Moments ago, we notified you of a voluntary recall on our vehicles. The official recall notice will be posted by the National Highway Traffic Safety Administration ([NHTSA](#)) tomorrow morning; however, we wanted to get this news to you as soon as possible.

On a small percentage of vehicles, the fastener connecting the front upper control arm and steering knuckle may not have been sufficiently torqued. While we've only seen seven reports potentially related to this issue across our fleet to date, even one is too many.

Out of an abundance of caution, we made the decision to issue a voluntarily recall and have built out the capacity to address every impacted vehicle in the next 30 days. For the vast majority of you, the process will take a few minutes, simply requiring the fastener in question to be tightened to a higher torque tolerance.

By calling 855-RIVIAN5 (855-748-4265), you can schedule a Mobile Service appointment and we will come to you to help minimize any disruption this may cause. Our Service Team is available by phone 24 hours a day. You can also bring your vehicle to a Rivian Service Center, no appointment necessary. We will be setting up pop-up locations in high density areas for additional coverage as well. More information on the recall, including instructions, service locations and hours can be found on our [Support Center](#).

For the very small percentage where parts replacements are required, loaner vehicles will be made available while the vehicle is brought into a Rivian Service Center. As needed, trip interruption and towing services will be available at no cost to you.

It's important not to minimize the potential risks involved and why we are volunteering to conduct this recall. In rare circumstances, the nut could loosen fully. I want to reiterate that this is extremely rare, but it does reinforce why we are acting with such urgency and caution. If you experience excessive noise, vibration or harshness from the front suspension, or a change in steering performance or feel, you should call immediately. If for any reason you don't feel safe driving your vehicle, call us and we will come to you with Mobile Service or pick up your vehicle and bring it in.

Nothing is more important than the safety of our drivers and we will always operate with this level of action.

Thank you for your support.

RJ