

Hi Andy,

As you likely know, there are issues with our powered tonneau cover. While most are operating as intended, many are not.

We want you to know we are aware of the issue and are working on a solution and a process for replacing existing tonneau covers. Right now, no action is required on your part; this is simply a proactive step to let you know we are working hard on this. Our goal is to have a solution early next year. We'll reach out at that time with next steps.

If your tonneau cover is operating properly, you should continue using it. If you have a service request currently filed for your tonneau cover or experience an issue in the near future, the [Rivian Service Team](#) will continue to be your main point of contact. We have interim solutions in place to help with the issue you may be experiencing. We've also created this list of [FAQs](#) to provide more detail.

We are committed to ensuring our products are incredibly durable. We appreciate all the feedback we receive as it helps make us better.

Tony Caravano

Head of Rivian Customer Engagement

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, we're here to [support](#).

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