



Hi <FirstName LastName,>

**This notice applies to your vehicle,
VIN XXXXXXXXXXXXXXXXXXXX**

What is the problem?

Some 2025 R1S and R1T may have been built with upper and lower 12-volt battery brackets that may cause damage to the 12-volt battery. This issue could leave you unable to access or drive your vehicle and may require a tow.

What will Rivian do?

We'll replace the upper and lower battery brackets and 12-volt battery in your vehicle at no cost to you.

What should you do?

Contact us through your Rivian app or by calling our Service Support team at (855) 748-4265 to schedule a service appointment, which will be performed at no cost to you.

Do you have other questions?

If you have further questions, please call Rivian Service Support at [1-855-748-4265](tel:1-855-748-4265).

Thank you for your attention to this important matter. The quality and safety of your vehicle is of the utmost importance to us.

Noe Mejia
VP Service Operations

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