

To: Jon Doe

From: Rivian <hello@em.rivian.com>

Subject: Cold weather home charging performance



Hi Marcus,

We've identified an issue that prevents certain R1 vehicles from AC charging at home or with level 2 chargers when in colder weather. A permanent fix for this issue will be available next week in an upcoming OTA update.

To charge at home or on a Level 2 charger before receiving the update:

1. Precondition your battery to at least 40°F (Energy app > Prepare for fast charging > Prepare battery).
 - o To locate your vehicle's battery temperature, go to Drive Modes then swipe left on the center display.
2. Perform a vehicle reset (hold Left Thumb Control of the steering wheel and Hazard Lights button for 15 seconds)
3. Plug in the charger.
4. If this doesn't work, we recommend preconditioning your battery to a higher battery temperature and trying again.

DC fast charging is not affected, and you can find compatible fast chargers from your vehicle's Center Display or in the Rivian app.

Questions? Call us anytime 24/7 at [\(855\) 748-4265](tel:8557484265).

Demo Drive

Spaces

Trip Visualizer

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