

Outbound SMS sent to customers:

12/10, 12/11, 12/12, 12/14, 12/15, 12/16, 12/17

We identified an issue that may prevent your R1 from charging at home or with Level 2 chargers in cold weather. An OTA update will be sent to your vehicle next week.

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)
2. Perform a vehicle reset, then plug in the charger
3. If this does not work, please refer to your email for additional instructions

You can use DC fast chargers as usual. Find locations with the Rivian app or in-vehicle navigation.

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

Outbound SMS sent to customers in conjunction with above messaging:
12/11, 12/12, 12/14, 12/15, 12/16, 12/17

In case you're experiencing an issue charging at home or on Level 2 Chargers in very cold weather, we're providing you complimentary DC Fast Charging on the following networks until the OTA update is released:

- Rivian Adventure Network
- Electrify America
- IONNA

To initiate complimentary charging, simply plug in your vehicle or start a charging session from the Rivian Mobile App.

You may see a cost estimate of your charging session, but will not be billed.

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