

Outbound SMS sent to customers:

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.

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