



Hi Mike,

As the leader of our software organization, I want to update you on our progress with the infotainment issue. Our team now has a solution in place, and we plan to roll it out later today.

How will Rivian resolve it?

You'll receive an over-the-air update (2023.42.02) which will restore full functionality to your vehicle's infotainment system. It will also include the vehicle improvements planned as part of our latest software release.

What do I need to do?

We recommend enabling push notifications on your Rivian app. You'll be prompted through the app to update your vehicle software once it's available.

If you experience any issues updating your vehicle software through your phone, please reach out to Rivian Service Support at [1-855-748-4265](tel:1-855-748-4265).

Personal note

Our number one priority is getting this resolved for owners. For those who'd like more background on what happened, we inadvertently distributed an incorrect software build to around 3% of Rivian owners. Within 90 minutes of launching, we had identified this infotainment issue and paused the roll out to further vehicles. From there, our team was able to rapidly design the remote fix you'll receive later today.

We're committed to building great products and your experience matters tremendously to us, so we're using this moment to deeply evaluate our process and quality checks to prevent this from happening again.

Thanks again for your patience and we'll send an update once the fix is deployed.

Wassym Bensaid
Senior Vice President, Software Development

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