

Rockstar San Diego
2200 Faraday Avenue Suite 200
Carlsbad, CA 92008 United States
5/4/2022

Re: Lack of Communication & Updates in regards to Red Dead Redemption 2 Online

Dear Mr. Law & Mr. Needleman,

Thank you for the entertaining games your company has put out. I've been a loyal fan/player of several Rockstar games for many years. I'm writing to you today to discuss a surprising missed opportunity for Rockstar. An opportunity that could substantially increase sales for Red Dead Redemption 2 Online - namely updating the game to the same levels and frequency as Grand Theft Auto 5 Online.

Red Dead Redemption 2 Online, commonly known as RDO, is the sister game to the ever successful Grand Theft Auto 5 Online (GTAO). GTAO was released in October of 2013 - and was followed by weekly updates and frequent communication between players and the company. RDO was released in 2018 - approximately five years after GTAO - with little to no game changing updates, almost nonexistent communication with players, and has been in general neglected compared to its senior sibling. This is unacceptable for the loyal RDO players.

The continuous updates and timely responsiveness enjoyed by GTAO is what RDO players crave for Red Dead Redemption 2 Online.

Red Dead Redemption 2 Online has the potential to be a massive success both alongside GTAO, and possibly even surpassing it. The major roadblock keeping the game from reaching its full potential is the lack of updates and communication from the company. GTAO has been updated regularly - actively engaging with the players for insights and opinions. In contrast, RDO is rarely spoken about, and the only updates received are repetitive and unimportant, especially when compared to those done for GTAO. George Foster notes in TheGamer 1/8/22, "Considering how popular and consistently updated GTA Online is, you'd be mistaken for thinking that Red Dead Online is treated in the same way. According to most players, that couldn't be further from the truth, with most Red Dead updates being minuscule in comparison to having Dr Dre cameo and debut new music."

Players have reached out desperately for answers, to no avail. A prime example of this is from Aroged ([Aroged. "Save Red Dead Online: Community Is Committed to Saving the Online Title"](#)). Aroged states how RDO has been ignored - firstly by it's lack of updates while GTA gets seemingly endless new content, and secondly the refusal of the Rockstar Team to comment on the subject.

It is incredibly suspicious that a game that could have as much potential as its senior sibling is ignored in such a way. RDO is an excellent game backed by a vast community that is fighting for

its '*redemption*'. Aroged quotes one user saying: "Red Dead Redemption 2 has one of the best looking and detailed open worlds yet. Please @RockstarGames – save Red Dead Online for your own sake. Don't throw away the amazing potential it has. You are very lucky to have a passionate fan base who takes care of it," says user Ben T."

With this dragging on now for two years of no true new content and no word from Rockstar, it's only intensifying the angst from fans who have dedicated hundreds of hours into playing this game. In an article titled, *Rockstar fans pushing the #SaveRedDeadOnline*, written by Cass Marshall, Marshall noted, "Above all, the potential that they believe to be untapped, as well as the fact that new content is often a long time coming, pissed off many players. Using the hashtag "Save Red Dead Online", the community is now working to save the online title."

This problem is to the point many fans have resorted to adding sometimes dangerous mods that can 'break' the game to disastrous levels - ending in broken servers and consoles. Gamesradar has even proposed an idea for a five year plan to fix the game - something Rockstar should have come up with first and implemented years ago.

At this point the primary issue is communication. There is no communication between the player community and the company regarding RDO. A game with a loyal fanbase that stays this engaged, this long, with little to no updates, is proof enough that people like the game. We know work hasn't stopped completely on the game because of the periodic mediocre bonuses sent out.

I am asking that Rockstar start a conversation with the community and address their two main concerns: #1 the lack of open and responsive communication from Rockstar; and #2 begin updating the game to expand capabilities and keep gaming fresh and exciting. The benefit to Rockstar would be increased revenue, and the continued loyalty of the Red Dead Redemption 2 Online gaming community. The same response they have received from the GTA Online gaming community because of the care and consideration they have afforded GTAO.

I implore you to fix this situation as soon as possible.

Best,

P.E.

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