

# Part 573 Safety Recall Report

## 23V-783

**Manufacturer Name :** Rivian Automotive, LLC**Submission Date :** APR 05, 2024**NHTSA Recall No. :** 23V-783**Manufacturer Recall No. :** FSAM-1331**Manufacturer Information :****Manufacturer Name :** Rivian Automotive, LLC**Address :** 13250 North Haggerty Road  
PLYMOUTH MI 48170**Company phone :** 999**Population :****Number of potentially involved :** 1,463**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2022-2023 Rivian R1T**Vehicle Type :** LIGHT VEHICLES**Body Style :** PICKUP TRUCK**Power Train :** NR

**Descriptive Information :** The recall population includes certain Model Year 2022-2023 R1T and R1S vehicles. Rivian pushed Over the Air (OTA) software update 2023.42 on November 13, 2023, and some customers initiated installation of the update. Within two hours of the OTA push, Rivian identified it as impacting the vehicles' infotainment system. Upon realizing the issue, Rivian immediately cancelled the OTA update. The suspect population is the vehicle count for which the update was installed before Rivian cancelled it. That population was determined using OTA update completion data. Similar vehicles not included in this recall did not install the OTA update at issue. All impacted vehicles have been remedied as of the filing of this report.

**Production Dates :** NOV 12, 2021 - NOV 03, 2023**VIN Range 1 : Begin :**

NR

**End :** NR☐ Not sequential

Vehicle 2 : 2022-2023 Rivian R1S

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

**Descriptive Information :** The recall population includes certain Model Year 2022-2023 R1T and R1S vehicles. Rivian pushed Over the Air (OTA) software update 2023.42 on November 13, 2023, and some customers initiated installation of the update. Within two hours of the OTA push, Rivian identified it as impacting the vehicles' infotainment system. Upon realizing the issue, Rivian immediately cancelled the OTA update. The suspect population is the vehicle count for which the update was installed before Rivian cancelled it. That population was determined using OTA update completion data. Similar vehicles not included in this recall did not install the OTA update at issue. All impacted vehicles have been remedied as of the filing of this report.

**Production Dates :** MAY 25, 2022 - OCT 05, 2023

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

#### Description of Defect :

**Description of the Defect :** On the R1T and R1S vehicles that installed the subject software update, in-vehicle defroster system controls and functionality may have been unavailable during vehicle operation.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Diminished windshield defrost performance may cause reduced visibility in certain conditions. Reduced visibility may increase the risk of a crash. Rivian is not aware of any crashes, injuries, or fatalities related to this condition.

**Description of the Cause :** NR

**Identification of Any Warning** NR  
**that can Occur :**

#### Involved Components :

**Component Name 1 :** Software Update

**Component Description :** Software Update

**Component Part Number :** 2023.42

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

On November 13, 2023, Rivian released the at issue OTA update, 2023.42.

On November 13, 2023, Rivian became aware of issues related to the update and immediately halted availability of the update.

On November 15, 2023, Rivian released a new software update (2023.42.02) to the suspect vehicles that corrected the issue and completed the originally intended software update.

On November 16, 2023, Rivian determined that a safety-related defect exists related to this matter.

As of November 19, 2023, all 1,463 vehicles included in this recall have been remedied.

As of the date of this filing, Rivian is not aware of any accidents or injuries related to this issue in any market, and all affected vehicles have been remedied through the new software update.

**Description of Remedy :**

**Description of Remedy Program :** Rivian has already implemented a new software update (2023.42.02) that remedies this condition. As of the date of this filing, 100% of vehicles have been remedied.

Rivian is committed to reimbursing owners for previous out-of-pocket repairs according to the plan submitted to the agency on May 10, 2022; however, systems affected by this recall are covered under Rivian's new vehicle limited warranties. Rivian only began releasing vehicles to customers at the end of 2021. As no owners of these vehicles would have reached the end of the warranty period and therefore not incurred expenses for the warranted repair as a result of this condition, no notification regarding reimbursement under section 577.11 is necessary. Rivian has a policy and practice of reimbursing owners who have paid for a repair that subsequently becomes the subject of a field action. To ensure consistency, Rivian, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

**How Remedy Component Differs from Recalled Component :** The remedy component is a new software update (2023.42.02).

Identify How/When Recall Condition was Corrected in Production : NR

### Recall Schedule :

Description of Recall Schedule : Rivian began notifying affected customers via e-mails and texts on November 14, 2023, and through mobile app messaging on November 15, 2023. We will mail notifications on or before January 11, 2024.

Rivian does not have any franchise dealers. No TSB was needed for an OTA remedy.

Planned Dealer Notification Date : JAN 11, 2024 - JAN 11, 2024

Planned Owner Notification Date : JAN 11, 2024 - JAN 11, 2024

\* NR - Not Reported