



RCA-18-22-003-1: Install Vibration Damper on Hydraulic Lines

Rivian is initiating a customer satisfaction campaign for some 2022 R1T vehicles that may experience vibration and noise from the left rear floor due to movement in the hydraulic suspension lines. Hydraulic suspension line movement could cause the lines to vibrate and make contact with the left rear floor and HV Battery housing while the vehicle is in motion. This condition may result in a loud, noticeable noise from the left rear floor and may eventually result in damage to the hydraulic suspension lines. Damaged hydraulic suspension lines may result in a loss of hydraulic suspension pressure, resulting in noticeable suspension sag, increased body roll, and/or the vehicle may enter a reduced performance safe-state mode with limited speed. If the vehicle enters a reduced performance safe-state mode, there will be a notification displayed and a malfunction indicator lamp illuminated on the driver display. Rivian will install a vibration damper to dampen vibrations and will ensure hydraulic suspension lines are fully restrained or replaced if damaged. Rivian is launching this campaign for customer satisfaction and to ensure the quality of Rivian vehicles.

Document Type	Customer Satisfaction Campaign Bulletin
Date	May 27, 2022
Affected Region(s)	USA
Affected Model(s)	R1T
Model Year(s)	2021
Approximate Build Dates	August 2021 - October 2021
 Refer to the FSA Dashboard to determine if this document applies to a specific vehicle.	
Vehicle System	18 - Suspension
Minimum Service Location	Service Center


Required Parts

Part Number	Quantity	Engineering Name	Service Name/Notes
PT00497977-A	1	WEDGE -MIDCAR	Vibration damper

 **Attention:** The parts listed in this table are only for unique steps that are called out in this bulletin. Some sections of this bulletin might refer to Service Manual procedures which require additional parts. Always review the bulletin and all potentially related Service Manual procedures before ordering parts and beginning work.

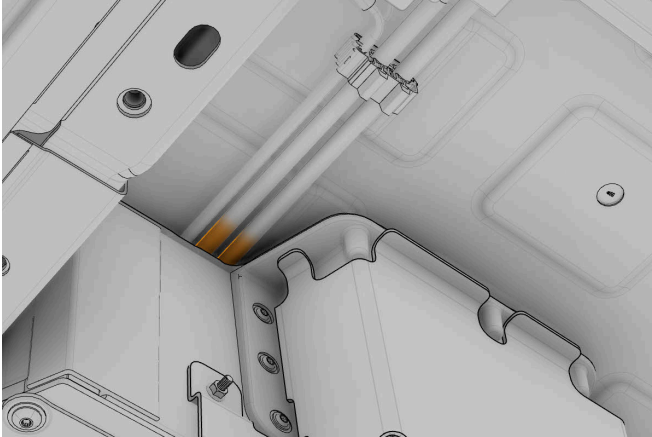
Required Special Tools:

Tool Number	Tool name
N/A	Push Block Tool

 **Attention:** The special tools listed in this table are only for unique steps that are called out in this bulletin. Some sections of this bulletin might refer to Service Manual procedures which require additional special tools. Always review the bulletin and all potentially related Service Manual procedures before beginning work.

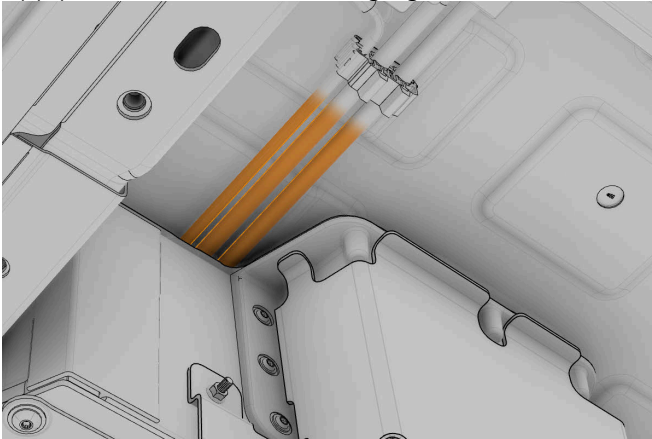
Procedure

1. Remove: Panel, Underbody, HV Battery, Rear (refer to service manual procedure 606513010).
2. Inspect the hydraulic suspension lines for abrasion.

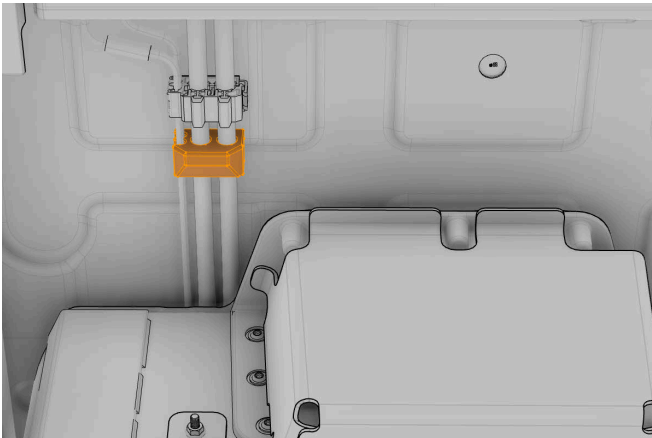


- If abrasion is present: Escalate for diagnostic assistance.
- If there is no abrasion: Continue to the next step.

3. Apply silicone lubricant to the highlighted area.

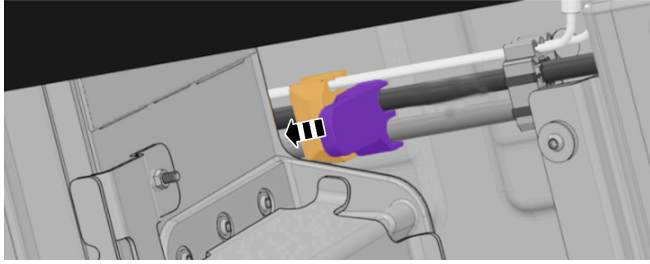



4. Install:




5.

- a. Position the special tool so that the flat edge of the tool faces the rear of the vehicle.
- b. Use the special tool to push the vibration damper toward the front of the vehicle. Continue pushing the special tool until the tool contacts the HV battery.



 **Tip:** If necessary: Tap the tool with a dead blow hammer to move the vibration damper.

 **Note:** Shown with components removed for clarity.

- c. Remove the special tool.
6. Reinstall all components that were removed for access and replace all non-reusable components.

Labor Codes

Labor Code	Description
RCA182200300	RCA-18-22-003-1 not applicable
RCA182200301	Vehicle inspection only; vibration damper already installed
RCA182200302	Install vibration damper between hydraulic lines and HV battery
RCA182200303	Vehicle inspection; escalated for assistance
Contact ServiceDocumentFeedback@rivian.com regarding labor codes and document content.	