


RCA-78-22-008-1: Update Vehicle Firmware for Vehicle Access Modules

Rivian is initiating a customer satisfaction campaign for some model year 2022 R1T vehicles that may have been built with older firmware. If the vehicle has not been updated, the user may experience impaired vehicle access when using key cards or wrist bands. If there is a loss of key card and wrist band function, the vehicle can still be unlocked, accessed, and activated through other means, including the Rivian provided key fob, phone app, or remote unlock from Rivian Service. Rivian will perform a 12V reset and update the vehicle firmware to correct this issue. Rivian is launching this campaign for customer satisfaction and to ensure the quality of Rivian vehicles.

Document Type	Customer Satisfaction Campaign Bulletin
Date	June 2, 2022
Affected Region(s)	USA
Affected Model(s)	R1T
Model Year(s)	2022
Approximate Build Dates	August 2021 - February 2022
 Refer to the FSA Dashboard to determine if this document applies to a specific vehicle.	
Vehicle System	78 - Low Voltage Electrical
Minimum Service Location	Mobile

Procedure

1. Disable and re-enable 12V Power (refer to service manual procedure 780010017).
2. Perform an over-the-air firmware update.
3. Make sure the update completes successfully.
 - If the update completes successfully: No additional work is required.
 - If the update does not complete successfully: Escalate for diagnostic assistance.
4. Reinstall all components that were removed for access and replace all non-reusable components.

Labor Codes

Labor Code	Description
RCA782200800	RCA-78-22-008-1 not applicable
RCA782200801	Update vehicle firmware to improve vehicle access functionality
Contact ServiceDocumentFeedback@rivian.com regarding labor codes and document content.	