Rivian is initiating a customer satisfaction campaign for some model year 2022-2023 R1S and R1T vehicles that may have been built with an onboard charger that cannot charge on alternating current (AC). The part supplier shipped onboard chargers that were built with a faulty component. Though AC charging may be disabled in these vehicles, direct current (DC) fast charging is still functional. Rivian will replace the onboard charger. Rivian is launching this campaign for customer satisfaction and to ensure the quality of Rivian vehicles.

### Document Type
Customer Satisfaction Campaign Bulletin

### Date
May 31, 2023

### Affected Region(s)
USA

### Affected Model(s)
R1T, R1S

### Model Year(s)
2022 – 2023

### Approximate Build Dates
December 2022 - March 2023

Refer to Open Containments in ServiceOS to determine if this document applies to a specific vehicle.

### Vehicle System
34 - High Voltage Distribution

### Minimum Service Location
Mobile

### Required Parts

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Quantity</th>
<th>Engineering Name</th>
<th>Service Name/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>PT00048313-E</td>
<td>1</td>
<td>CHARGER - ON BOARD; HV; NA</td>
<td>Charger, Onboard</td>
</tr>
</tbody>
</table>

**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.

### Procedure

1. Replace: Charger, Onboard (refer to service manual procedure 343210010).

2. Reinstall all components that were removed for access and replace all non-reusable components. Refer to the service manual procedures referenced in this document for additional component reusability information and torque specifications.
<table>
<thead>
<tr>
<th>Labor Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCA342300200</td>
<td>RCA-34-23-002 not applicable</td>
</tr>
<tr>
<td>RCA342300201</td>
<td>Replace onboard charger</td>
</tr>
</tbody>
</table>

Contact ServiceDocumentFeedback@rivian.com regarding labor codes and document content.