



# RCA-30-24-001-1: Replace HV Battery due to Suspect Cells

Rivian is initiating a customer satisfaction campaign for some model year 2023 and 2024 R1T and R1S vehicles that may have been built with suspect battery cells. If one or more cells were not manufactured correctly by the supplier, there is a potential for the cell to short circuit. If there is a cell short circuit, a fault message will illuminate on the driver display and in the mobile phone app alerting the driver to have service performed as soon as possible. The vehicle will also enter into a reduced performance safe-state mode. Rivian will replace the high voltage battery pack in suspect vehicles. Rivian is launching this campaign for customer satisfaction and to ensure the quality of Rivian vehicles.

<b>Document Type</b>	Customer Satisfaction Campaign Bulletin
<b>Date</b>	March 14, 2024
<b>Affected Region(s)</b>	USA
<b>Affected Model(s)</b>	R1T, R1S
<b>Model Year(s)</b>	2023 - 2024
<b>Approximate Build Dates</b>	December 2022 - September 2023
 Refer to <b>Open Containments</b> in ServiceOS to determine if this document applies to a specific vehicle.	
<b>Vehicle System</b>	30 - HV Battery
<b>Minimum Service Location</b>	Service Center

## Required Parts

Part Number	Quantity	Engineering Name	Service Name/Notes
Refer to the parts catalog for part number and inventory information.	1		HV Battery, New or HV Battery, Remanufactured

 **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

Replace: HV Battery (refer to service manual procedure 301010010).

## Labor Codes

Labor Code	Description
RCA302400100	RCA-30-24-001 not applicable
RCA302400101	Replace HV battery due to suspect cells
<i>Contact <a href="mailto:ServiceDocumentFeedback@rivian.com">ServiceDocumentFeedback@rivian.com</a> regarding labor codes and document content.</i>	