


RCA-78-25-004-1: Replace 12V Battery and Brackets

Rivian is initiating a customer satisfaction campaign for some model year 2025 R1T and R1S vehicles that may have been built with upper and lower 12V battery brackets that may cause damage to the 12V battery. In these cases, the vehicle will display a "12V Battery Warning" on the instrument cluster or the customer may not be able to power up or drive the vehicle. Rivian will replace the 12V battery and both the upper and lower battery brackets. Rivian is launching this campaign for customer satisfaction and to ensure the quality of Rivian vehicles.

Document Type	Customer Satisfaction Campaign Bulletin
Date	May 13, 2025
Affected Region(s)	USA, Canada
Affected Model(s)	R1T, R1S
Model Year(s)	2025
Approximate Build Dates	August 2024-September 2024
 Refer to Open Containments in ServiceOS to determine if this document applies to a specific vehicle.	
Vehicle System	78 - Low Voltage Electrical
Minimum Service Location	Mobile

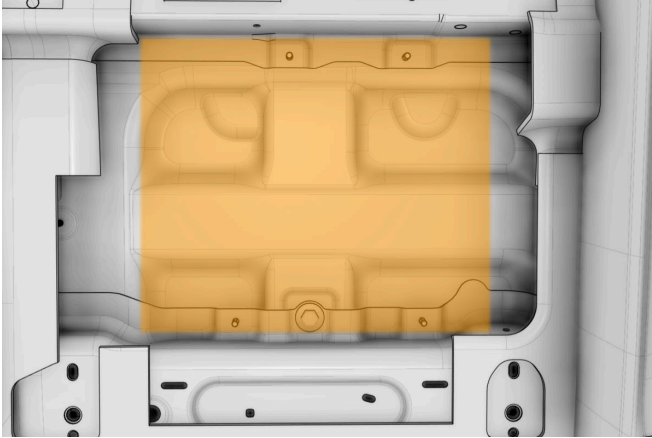
Required Parts

Part Number	Quantity	Engineering Name	Service Name/Notes
PT00654961-A	1	R1- PEREGRINE - 12V BATTERY- CSB	Battery, 12V, Primary/Secondary
PT00591979-D	1	R1-ALL: CRADLE - 12V BATTERY- FLOOR- RH	Bracket, 12V Battery, Lower
PT00591980-C	1	R1-ALL: STRAP - 12V BATTERY- FLOOR- RH	Bracket, 12V Battery, Upper

! **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. Remove and discard: Battery, 12V, Primary (refer to service manual procedure 786410010).
2. Remove and discard: Bracket, 12V Battery, Lower (refer to service manual procedure 786620010).
3. Clean the highlighted area(s). Use alcohol wipes or rubbing alcohol on a clean cloth.

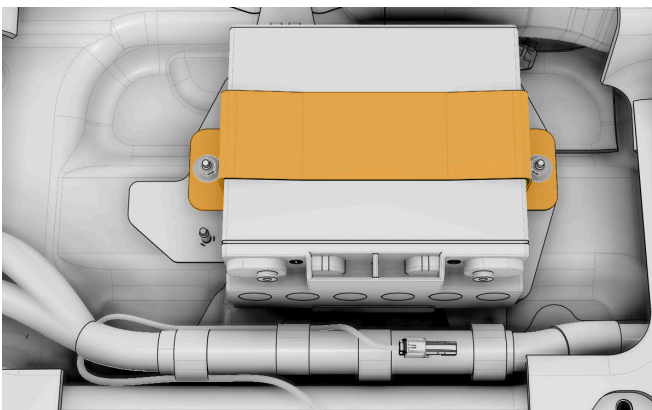


Note: To prevent transferring oil residue: Change gloves or wash hands when switching from removing other parts to handling new components.

4. Install, using new component(s): Bracket, 12V Battery, Lower (refer to service manual procedure 786620010).
5. Install, using new component(s): Battery, 12V, Primary (refer to service manual procedure 786410010).



Note: During installation: Replace the highlighted component(s).



6. 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.

Labor Codes

Labor Code	Description
RCA782500400	RCA-78-25-004 not applicable
RCA782500401	Replace 12V battery and upper and lower brackets
<i>Contact ServiceDocumentFeedback@rivian.com regarding labor codes and document content.</i>	