



RCA-78-25-003-1: Format Gear Guard Solid State Drive

Rivian is initiating a customer satisfaction campaign for some model year 2023-2025 R1T and R1S vehicles. These vehicles may have been built with an improperly formatted solid state drive (SSD) for storing camera recordings. This improper formatting prevents video recording of driving incidents and Motion Cam, which is part of the vehicle's Gear Guard system. Rivian will properly format the SSD. Rivian is launching this campaign for customer satisfaction and to ensure the quality of Rivian vehicles.

Document Type	Customer Satisfaction Campaign Bulletin
Date	May 6, 2025
Affected Region(s)	USA
Affected Model(s)	R1T, R1S
Model Year(s)	2023-2025
Approximate Build Dates	October 2023-February 2025
 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

Procedure

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Important: This procedure requires RiDE. Review the RiDE instructions specific to this procedure before starting work.
- Using RiDE: Run the routine for labor code: RCA782500301.

Labor Codes

Labor Code	Description
RCA782500300	RCA-78-25-003 not applicable
RCA782500301	Format gear guard solid state drive
Contact ServiceDocumentFeedback@rivian.com regarding labor codes and document content.	