



# RCA-38-25-002-1: Replace Front NVH/Ting Washers

Rivian is initiating a customer satisfaction campaign for some model year 2023-2025 R1T and R1S vehicles that were built with a front NVH/ting washer that may damage the nearby wheel speed sensor, resulting in the vehicle entering into a reduced performance safe-state mode and a fault indicator light illuminating on the driver display alerting the driver to have service performed on their vehicle. Rivian will replace both front NVH/ting washers with upgraded components. 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>	August 29, 2025
<b>Affected Region(s)</b>	USA, Canada
<b>Affected Model(s)</b>	R1T, R1S
<b>Model Year(s)</b>	2023-2025
<b>Approximate Build Dates</b>	June 2023-August 2024
 Refer to <b>Open Containments</b> in ServiceOS to determine if this document applies to a specific vehicle.	
<b>Vehicle System</b>	38 - Front Drive Unit
<b>Minimum Service Location</b>	Mobile

## Required Parts

Part Number	Quantity	Engineering Name	Service Name/Notes
PT01499068-B	2	SERVICE - HALFSHAFT TING WASHER; FRT ENDURO; R1 + EDV	Washer, NVH/Ting, Front Halfshaft

 **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. On both sides of the vehicle: Replace: Washer, NVH/Ting, Front Halfshaft (refer to service manual procedure 386440010).
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.

## Labor Codes

Labor Code	Description
RCA382500200	RCA-38-25-002 not applicable
RCA382500201	Replace front NVH/ting washers
<i>Contact <a href="mailto:ServiceDocumentFeedback@rivian.com">ServiceDocumentFeedback@rivian.com</a> regarding labor codes and document content.</i>	