

RCA-38-26-001-1: Add Friction Modifier to Front Drive Unit

Rivian is initiating a customer satisfaction campaign for some model year 2027 R2 vehicles that may be prone to noise in the front drive unit when accelerating or decelerating while turning. Driveability and performance are not affected. Rivian will add a friction modifier to the drive unit oil to prevent the noise. Rivian is launching this campaign for customer satisfaction and to ensure the quality of Rivian vehicles.

Document Type	Customer Satisfaction Campaign Bulletin
Date	August 6, 2026
Affected Region(s)	USA
Affected Model(s)	R2
Model Year(s)	2027
Approximate Build Dates	April 2026-July 2026
Note: Refer to Open Containments in ServiceOS to determine if this document applies to a specific vehicle.	
Vehicle System	38 - Front Drive Unit
Rivian Reference Number	FSAM-1825

Required Parts

Part Number	Quantity	Engineering Name	Service Name/Notes
PT01743950-A	2	Oil additive, HITECH 397	Drive Unit Fluid Friction Modifier

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.

Required Tools:

Tool Number	Tool Name
7510A402	McMaster-Carr Plastic Syringe

Attention:

The tools 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 tools. Always review the bulletin and all potentially related Service Manual procedures before beginning work.

Procedure

Warning:

Wear appropriate eye protection during this procedure.

Warning:

Use the specified fluid(s) or exact equivalent only.

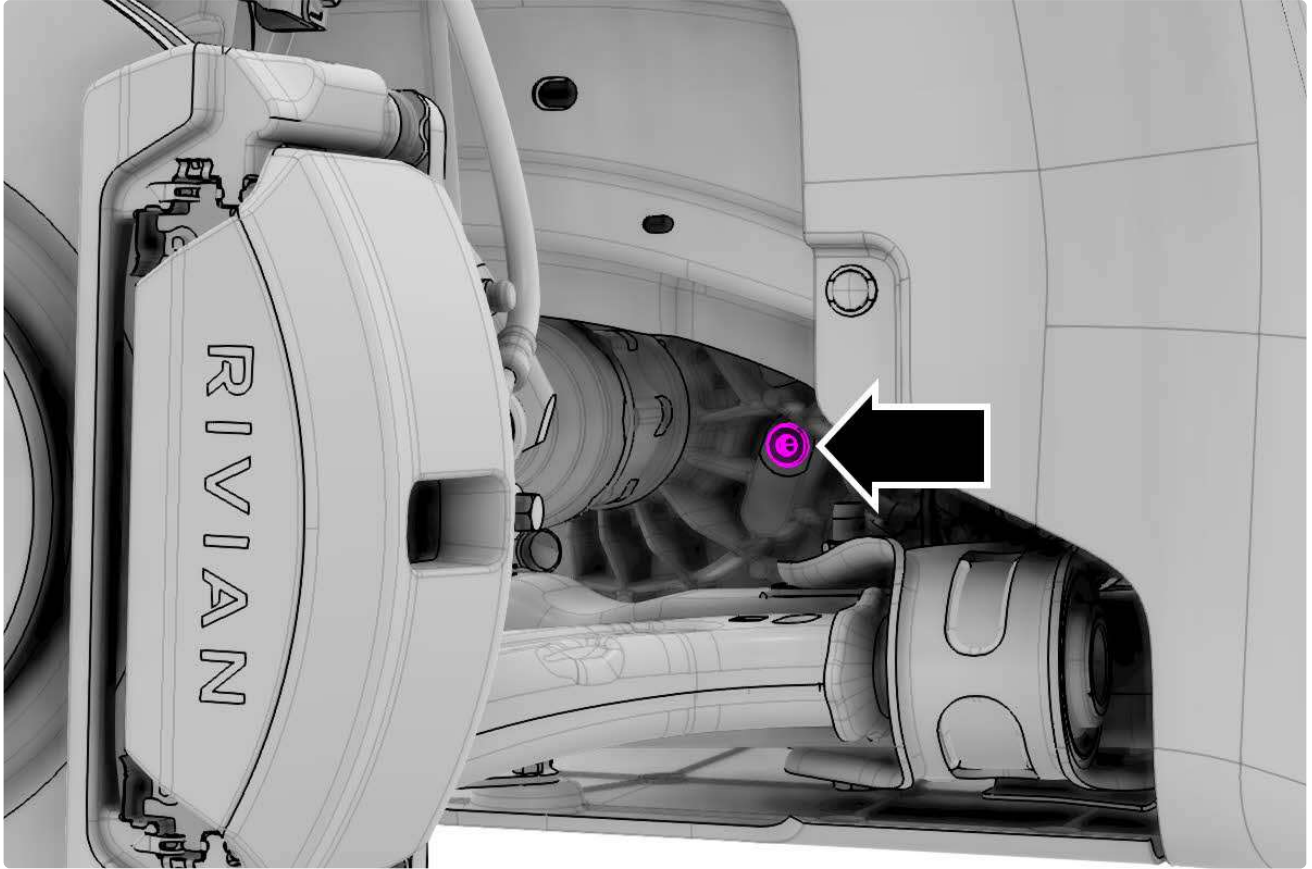
Warning:

If hydraulic suspension fluid, brake fluid, grease, or other lubricants get on brake pads or rotors, clean them thoroughly with brake cleaner. Contaminated brake pads can increase stopping distance and cause unexpected braking behavior.

CAUTION:

1. Remove: Wheel and Tire Assembly, Front, LH (refer to service manual procedure 221010011).

2.



3. Put on disposable gloves.

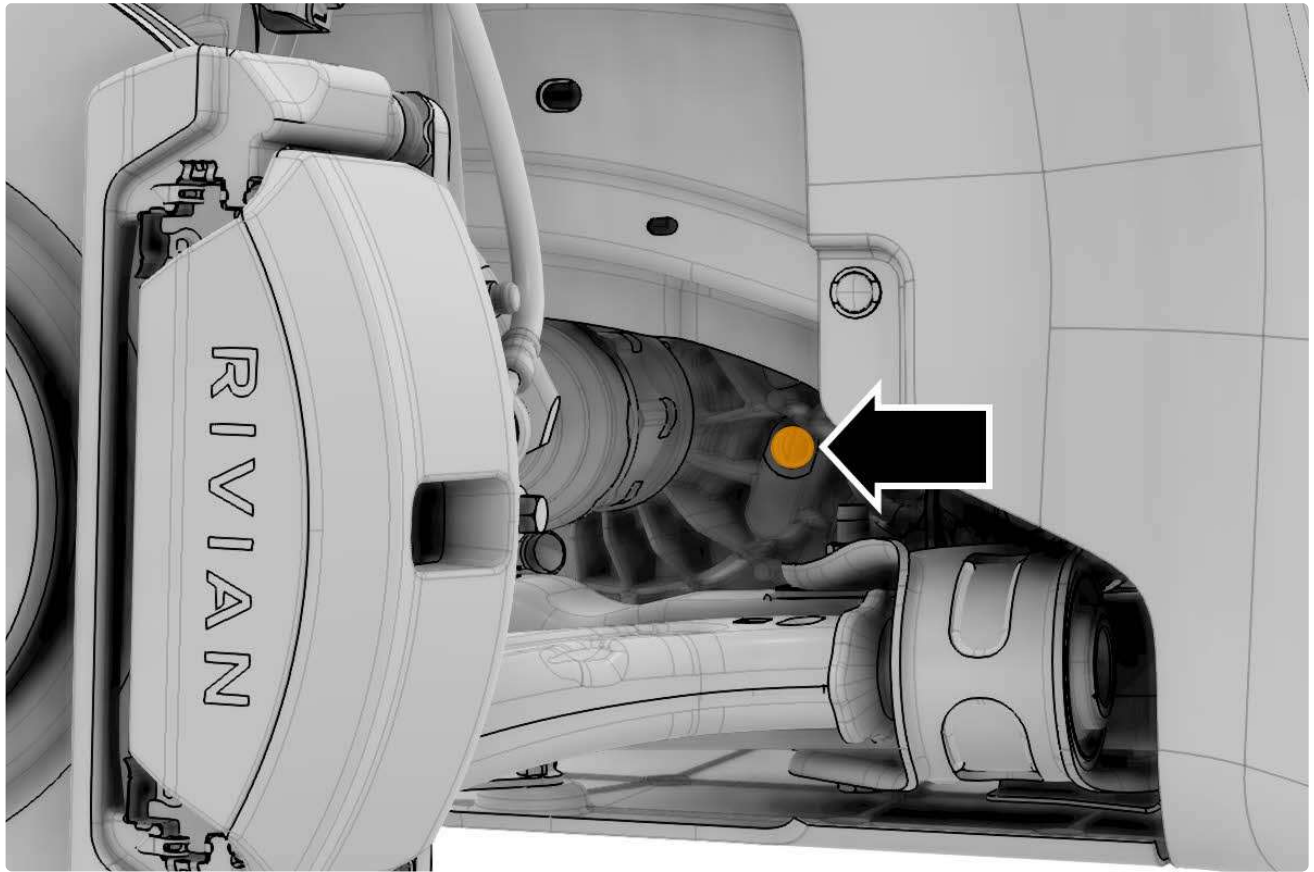
4. Shake the container or stir the fluid within the container with a clean tool.

5.

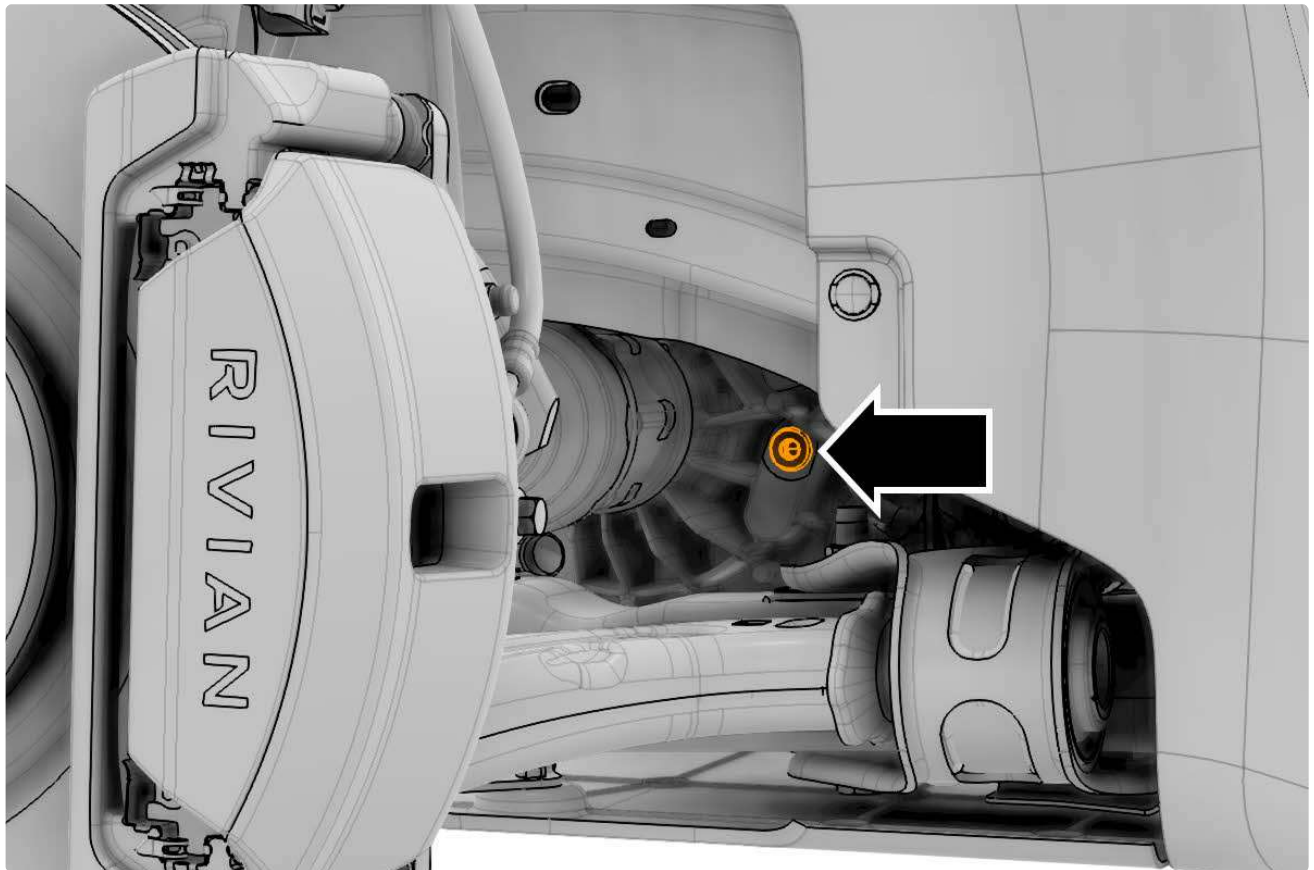
Note:

If using a hose: Cut the hose to approximately 50 mm (2 inches).

Using the plastic syringe: Extract 59 mL (2 fl oz) of fluid from the container. Inject the fluid in the highlighted area.



6. Reinstall:



7. 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.

8. On the center display: Note the current drive mode. Select Sport mode.

9. Drive the vehicle for approximately 10 minutes.

Note:

Do not drive exclusively at freeway speeds; typical "city" driving with accelerations, decelerations, and turning is required.

10. On the center display: Reselect the previously-selected drive mode.

11. No additional work is required.

Torque specifications in this section

Step Number	Torque (Nm)
6	34

Labor Codes

Labor Code	Description
RCA382600101	Add friction modifier to front drive unit
Contact ServiceDocumentFeedback@rivian.com regarding labor codes and document content.	

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