

RCA-64-26-001-1: Replace Underhood Hinge Closeout Panel Tape

Rivian is initiating a customer satisfaction campaign for some model year 2027 R2 vehicles that have underhood hinge closeout panel(s) that may have inadequate adhesion to the A-pillars, causing a perceived quality issue. Rivian will replace the adhesive tape on the underhood hinge closeout panels. Rivian is launching this campaign for customer satisfaction and to ensure the quality of Rivian vehicles.

Document Type	Customer Satisfaction Campaign Bulletin
Date	September 16, 2026
Affected Region(s)	USA
Affected Model(s)	R2
Model Year(s)	2027
Approximate Build Dates	April 2026-July 2026
<div>Note: Refer to Open Containments in ServiceOS to determine if this document applies to a specific vehicle.</div>	
Vehicle System	64 - Interior
Rivian Reference Number	FSAM-1850

Required Parts

Part Number	Quantity	Engineering Name	Service Name/Notes
PT01843350-A	1	3M 06396 Automotive Adhesion Promoter	
PT01843351-A	As needed	3M 06392 Automotive Acrylic Plus Premium Attachment Tape, Black, 1.52 mm, 1/2 in	
	As needed	Goo Gone Original Liquid	

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

On both sides of the vehicle: Remove and reinstall: Panel, Closeout, Underhood, Hinge, LH (refer to service manual procedure 647918011).

Labor Codes

Labor Code	Description
RCA642600101	Replace LH and RH underhood hinge closeout panel tape

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