



DRAFT EMAIL TEXT

SUBJECT: IMPORTANT SAFETY RECALL, 2022 Lucid Air Owner Notification

Dear [Customer Full Name],

The attached notification letter is being shared in accordance with the National Traffic and Motor Vehicle Safety Act. We've determined that a defect relating to safety exists in certain 2022 Lucid Air vehicles.

Specifically, front strut dampers installed on certain Lucid Airs may have been manufactured by the supplier with the snap ring, located directly below the coil spring seat, installed in the wrong orientation. This condition may result in a sudden loss of ground clearance, vehicle vibration, and front brake line damage, increasing the risk of a crash.

Please reach out to a Lucid Service Center or contact Lucid Customer Care at 888-99-LUCID or customercare@lucidmotors.com to schedule time to have your Lucid Air inspected as soon as possible. We apologize for this inconvenience and assure you that any inspection and remedy (if necessary) will be performed at NO CHARGE to you. A member of the Lucid team will explain your options for scheduling an appointment at a Lucid Service Center, scheduling the Mobile Service Team visit to your location, or having a Lucid Valet Service transport your Lucid Air for you.

Sincerely,

Lucid USA Inc.



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, 50EA1DAA0NA001XXXX
Campaign – N01
NHTSA RECALL NUMBER – 22V090

Dear Customer Name,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lucid has determined that a defect, which relates to motor vehicle safety, exists in certain 2022 Lucid Air vehicles.

What is the condition?

Front strut dampers installed on certain 2022MY Lucid Air vehicles may have been manufactured by the supplier with the snap ring, located directly below the coil spring seat, installed in the wrong orientation.

This condition may result in sudden loss of ground clearance, vehicle vibration and front brake line damage, increasing the risk of a crash. A snap ring failure could occur without warning to the driver. If the failure causes damage to the electrical connections to the damper, the driver would receive a warning message stating "Suspension Control Fault. Contact Service Center." If the failure results in a brake hose leak and the brake fluid level falls below 81.9% of the minimum recommended brake fluid volume, the driver would receive a warning message stating "Brake Fluid Level Low. Refill Required, Contact Service Center," with an accompanying audible warning.

What actions will Lucid take?

Lucid Studios, Lucid Service Centers or Lucid Customer Care will complete an inspection of both Front Strut Dampers, and **IF NECESSARY**, replace any affected Front Strut Dampers at **NO CHARGE** to the customer.

The inspection will take approximately one hour. If it is necessary to replace one or both front strut dampers, it could take up to four hours to complete the work. Please note that the vehicle may need to be at a Lucid Service center for more than four hours, depending on capacity at a given time. Lucid Customer Care will work with customers to arrange for a loaner vehicle or alternate transportation needed by the customer.

What are your next steps?

Please contact your authorized Lucid Service Center or Lucid Customer Care to schedule your appointment to have the remedy performed as soon as possible. The safety recall remedy will be performed at **NO CHARGE** to you.

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you no longer own the vehicle?

If you no longer own your vehicle, or would like to update your vehicle ownership or contact information, you may do so by contacting Lucid Customer Care at customercare@lucidmotors.com or 888.99-LUCID.

What if you still have questions?

Lucid Customer Care is available 24/7 to answer your questions



Lucid Customer Care
1-888-99-LUCID
(1-888-995-8243)



Lucid Mobile Application



CustomerCare@Lucidmotors.com



Customer Care Team
7373 Gateway Blvd,
Newark CA 94560

If you believe Lucid has failed or is unable to remedy the defect without charge or within a reasonable amount of time, you may submit a complaint to:



Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E., Washington, D.C. 20590

You may also call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

We appreciate your patience and continued support.

Sincerely,

Lucid USA Inc.