

Part 573 Safety Recall Report

23V-520

Manufacturer Name : Lucid USA, Inc.**Submission Date :** JUL 27, 2023**NHTSA Recall No. :** 23V-520**Manufacturer Recall No. :** SR-23-02-0**Manufacturer Information :****Manufacturer Name :** Lucid USA, Inc.**Address :** 7373 Gateway Blvd.

Newark CA 94560

Company phone : 1-510-648-3553**Population :****Number of potentially involved :** 59**Estimated percentage with defect :** 1 %**Vehicle Information :****Vehicle 1 :** 2022-2023 Lucid Air**Vehicle Type :** LIGHT VEHICLES**Body Style :** 4-DOOR**Power Train :** NR

Descriptive Information : Between November 2022 and February 2023, six customer vehicles were brought to Lucid Service Centers with complaints that the rear-view image intermittently did not display. No hardware explanation was found for the intermittent rear-view image unavailability in these six vehicles. All six vehicles were on a version of software greater than 2.0.13. After updating customer software to version 2.0.52 or beyond, the customers experienced no further recurrence of the issue. Software version 2.0.52 included revisions to make the rear-view image operations more robust, though was not developed to address these customers' issues. The recall population is those Lucid Air vehicles still on a software version between 2.0.15 and 2.0.50, which was 59 customer vehicles as of July 26. Lucid is issuing this recall to encourage these Lucid Air Owners to install the latest version of software, which includes the improved rear-view image software.

Production Dates : NOV 24, 2021 - JAN 29, 2023**VIN Range 1 : Begin :** NR**End :** NR☐ Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Vehicles in the recall population may be susceptible to the rear-view image not appearing upon shifting into reverse gear.

FMVSS 1 : 111 - Rear visibility**FMVSS 2 :** NR

Description of the Safety Risk : If the rear-view image does not appear as required by FMVSS 111, the risk of a crash during a backing event is increased.

If a driver receives a warning that the rear-view image is unavailable or if the

Description of the Cause :
Identification of Any Warning that can Occur :

screen is blank, they should use extra caution when driving in reverse. Prior to backing up, drivers should conduct a walk-around of their vehicle, take notice of any hazards presented by or to people or objects in the area, use both rear and side view mirrors, and look over their shoulder as necessary while driving in reverse.
Evidence available from the six customer vehicles did not permit conclusive determination that a software issue caused the intermittent unavailability of the rear-view image. No additional instances similar to these six customers have been observed in vehicles that have installed software version 2.0.52 or later.
Warnings include the failure of the rear-view image to appear on the right cockpit panel or appearance of a warning telltale and the word "Unavailable."

Involved Components :

Component Name 1 : NR
Component Description : NR
Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

Between November 2022 and February 2023, six customer vehicles were brought to Lucid Service Centers with complaints that the rear-view image intermittently did not display. No hardware explanation was found for the intermittent unavailability in these six vehicles. All six vehicles were on a version of software later than 2.0.13. After updating customer software to version 2.0.52 or beyond, the customers experienced no further recurrence of the issue. Software version 2.0.52 included revisions to make the rear-view monitor operations more robust, though was not developed to address these six customers' issues. Lucid's Product Safety Working Group (PSWG) investigated these issues from Feb. 16 to June 29, and briefed the Product Safety Officer on July 11. The Product Safety Executive Council (PSEC) determined on July 20 that the rear-view image issue presented a noncompliance with FMVSS 111 for Lucid Air vehicles still on a software version between 2.0.15

and 2.0.50, which was 59 customer vehicles as of July 26. Lucid is issuing this recall to encourage these Lucid Air Owners to install the latest version of software, which includes the improved rear-view image software.

Description of Remedy :

Description of Remedy Program : Software upgrades have been provided to customers at NO COST. Owners of affected vehicles will be notified by first class mail with instructions to upgrade their software or contact Lucid Customer Care for assistance in doing so, at NO COST.

Lucid will reimburse owners for costs an owner reasonably incurred to obtain a remedy for this defect during the period starting from initial vehicle delivery through 10 days after Lucid's mailing of the owner notification letter concerning this noncompliance. If an owner has such a claim for pre-notification reimbursement, they may contact Lucid Customer Care at 1-888-99-LUCID or 1-888-995-8243.☐

How Remedy Component Differs from Recalled Component : Recalled vehicles are those vehicles running software versions 2.0.15 through 2.0.50. Remedied vehicles will have installed version 2.0.52 or later of Lucid software.

Identify How/When Recall Condition was Corrected in Production : As of February 16, 2023, all vehicles at the Lucid factory have had version 2.0.52 or later installed and all vehicles have been upgraded to 2.0.52 or later prior to delivery to customers.☐

Recall Schedule :

Description of Recall Schedule : Owners of vehicles in the recall population will be notified by email and first class mail with instructions to update their software to the latest version and that they may contact Lucid Customer Care or a Lucid Service Center if they need assistance with software updates. There will be NO COST for this service.

Planned Dealer Notification Date : AUG 04, 2023 - AUG 04, 2023

Planned Owner Notification Date : SEP 25, 2023 - SEP 25, 2023

* NR - Not Reported