

# Part 573 Safety Recall Report

# 24V-011

**Manufacturer Name :** Lucid USA, Inc.**Submission Date :** JAN 10, 2024**NHTSA Recall No. :** 24V-011**Manufacturer Recall No. :** SR-24-01-0**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 : 2,042

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 :** Lucid has analyzed failures in early versions of High Voltage Coolant Heaters (HVCH) supplied by Webasto AG (the "Supplier"). The HVCH supplies warm air for both cabin heat and defrost capability in Lucid Air vehicles. Lack of defrost capability poses a safety risk due to a possibility of obstructed driver vision. Lucid has identified 25 HVCH delamination failures out of 5,283 HVCH manufactured prior to July 2022. HVCH manufactured from July 2022 to February 2023 incorporated Supplier process improvements and additional screening by Supplier, and only 2 of 8,030 HVCH suffered a delamination failure. HVCH manufactured since February 2023 are of a new Supplier design that is not subject to delamination. Lucid is conducting a recall of 2,042 model year 2022–23 Lucid Airs that may have HVCH manufactured prior to July 2022 (the "Suspect HVCH"). Lucid anticipates that approximately 1% of Suspect HVCH will experience a delamination failure. The recall remedy includes a software update to identify any HVCH failure when it occurs, and in the event of a failure, to provide a warning on the glass cockpit panel about the lack of defrost capability, and advise the owner to contact Lucid for an HVCH replacement, at no cost. In addition to the required recall notifications by first-class mail, Lucid will also notify affected customers via email and the Lucid mobile app to update their vehicle software. Additionally, Lucid is monitoring vehicle telemetry for HVCH failure and Lucid will proactively contact customers who experience a failure.

Production Dates : NOV 10, 2021 - JUN 11, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

**Description of Defect :**

Description of the Defect : High Voltage Coolant Heaters (HVCH) manufactured by Supplier prior to July 2022 are at risk of internal delamination failure, which poses a risk of the vehicle losing defrost capability.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If an HVCH fails, coolant cannot be heated and the windshield cannot be defrosted. Loss of adequate windshield defrost capability could lead to restricted driver field of vision and an increased risk of a crash.

Description of the Cause : HVCH manufactured by Supplier prior to July 2022 have an unreasonable risk of delamination failure.

Identification of Any Warning that can Occur : Prior to the software update for this recall, there is no visual warning indicator for an HVCH failure. A vehicle with a failed HVCH will not produce warm air for the windshield defroster. Drivers would also experience a loss of cabin heat when an HVCH fails.

**Involved Components :**

Component Name 1 : High Voltage Coolant Heater

Component Description : High Voltage Coolant Heater

Component Part Number : P11-M20101-00

Component Name 2 : High Voltage Coolant Heater

Component Description : High Voltage Coolant Heater

Component Part Number : P11-M20101-01

**Supplier Identification :****Component Manufacturer**

Name : Webasto Thermo & Comfort SE

Address : Friedrichshafener Str. 9

Gilching Foreign States 82205

Country : Germany

## Chronology :

Lucid has been investigating complaints about loss of cabin heat with Supplier due to HVCH failures since March 2022. As part of the cabin heat investigation, Supplier notified Lucid of HVCH delamination issues in January 2023. Supplier did not notify Lucid about the Jaguar Land Rover recall or any concerns about the safety implications of HVCH failures. Lucid had removed all HVCH manufactured prior to July 2022 from its inventory before November 18, 2022, and removed all HVCH manufactured prior to February 2023 before October 24, 2023. On Nov. 13, 2023, NHTSA notified Lucid of a Jaguar Land Rover recall submitted on July 27, 2023, which cited a risk of loss of defrost capability upon failure of the same HVCH used in Lucid Aircars. Members of Lucid's Product Safety Working Group (PSWG) met with relevant company employees about NHTSA's inquiry on Nov. 13 and started a formal investigation on Nov. 15. Lucid briefed NHTSA on the status of its investigation on Dec 6. The PSWG elevated the issue to Lucid's Product Safety Executive Council (PSEC) on January 3, 2024. The PSEC determined the risk of a loss of defrost capability without a warning caused by an HVCH failure in a vehicle with an HVCH manufactured prior to July 2022 poses an unreasonable risk to safety.

## Description of Remedy :

**Description of Remedy Program :** The remedy for this recall involves a software update to identify and warn of failed HVCH, plus replacement of failed HVCH. The software update will identify any HVCH failure when it occurs, and in the event of a failure, provide a warning on the glass cockpit panel to owners about the lack of defrost capability. The warning will also advise the owner to contact Lucid Customer Care for an HVCH replacement. Software updates are provided at NO COST to Lucid owners. Any failed HVCH identified as part of this recall will be replaced by a Lucid Service Center at NO COST to the owner.

**How Remedy Component Differs from Recalled Component :** The Suspect HVCH were manufactured prior to July 2022 and were not subject to either increased screening that started in July 2022 or the redesign in February 2023. All remedy components will be redesigned HVCH, which were manufactured starting in February 2023.

**Identify How/When Recall Condition was Corrected in Production :** Lucid removed all Suspect HVCH from its inventory by November 17, 2022, and removed all HVCH manufactured prior to February 2023 by October 23, 2023. Since then, only HVCH manufactured beginning in February 2023, which are of a design not subject to delamination, have been used in production.

## Recall Schedule :

**Description of Recall Schedule :** The software update for this recall will be made available to owners via over-the-air update by approximately mid-January 2024. Owners of vehicles in the recall population will be notified by email, mobile app, and first-class mail with instructions to update their software to the latest version and to contact Lucid Customer Care if they receive a warning that their defroster is not working due to heater failure. Owners may contact Lucid Customer Care or a Lucid Service Center if they need assistance

with software updates or to schedule a heater replacement if failed.  
There will be NO COST for these services.

Planned Dealer Notification Date : JAN 10, 2024 - JAN 10, 2024

Planned Owner Notification Date : MAR 08, 2024 - MAR 08, 2024

\* NR - Not Reported