

Part 573 Safety Recall Report

23V-708

Manufacturer Name : Lucid USA, Inc.**Submission Date :** OCT 19, 2023**NHTSA Recall No. :** 23V-708**Manufacturer Recall No. :** SR-23-05-0**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 : 1,267

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Lucid Air

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : A software change introduced to Lucid Air vehicles in version 2.1.0 removed active temperature monitoring and control for the rear seat heaters in certain non-driving vehicle modes. If a rear seat heater is left on, a rear seatbelt is buckled, pressure is applied to the rear seat (such as by a car seat), and the vehicle is in a mode in which rear seat temperature is unmonitored, the rear seat heater could continue to heat the rear seat to the point of discoloration or charring of the seat surface. Recalled vehicles are those customer vehicles operating on software versions between 2.1.0 and 2.1.20, inclusive (the "Affected S/W Versions"). The total recall population is 1,267 vehicles. Lucid has developed software updates, versions 2.1.26 and later (the "Remedy S/W Versions"), that monitor and control rear seat temperature in all vehicle modes. The Affected S/W Versions are no longer being installed on any vehicles. Lucid vehicles on software versions prior to the Affected S/W Versions will be jumped to a Remedy S/W Version or beyond when they update.

Production Dates : NOV 10, 2021 - AUG 31, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : If a vehicle is in a mode in which rear seat heater temperature is unmonitored, a rear seat heater is left on, a rear seat belt is buckled, and pressure is applied to the rear seat, the rear seat heater could continue to heat the rear seat and cause discoloration or charring of the seat surface.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The rear seat could overheat to a high enough temperature to cause a risk of

Description of the Safety Risk : burn if touched.

Lucid advises that customers with vehicles on Affected S/W Versions (between 2.1.0 and 2.1.20, inclusive) update their software as soon as possible. While running an Affected S/W Version, customers should ensure that rear seat heaters are off and seat belts are unbuckled when they are not driving.

Description of the Cause : The issue was introduced by a software change in version 2.1.0 which removed temperature monitoring and control in certain situations and vehicle modes.

Identification of Any Warning that can Occur : The seat could appear discolored or charred after a period of overheating. The temperature might be sufficient to cause pain or a burn even prior to visible discoloration.

Involved Components :

Component Name 1 : Software versions 2.1.0 to 2.1.20

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On August 1, 2023, a Lucid Air customer experienced charring of a rear seat. Lucid Engineering briefed Lucid's Product Safety Working Group (PSWG) about the issue on August 3, after which, Engineering continued its analysis of the risk of harm from the issue. Through September 25, 2023, a total of four customer vehicles experienced seat charring or discoloration due to the seat heater overheating the leather seats. One customer reported a burned finger after touching the discolored rear seat surface. The PSWG met again with Engineering in September and early October and decided to escalate the issue to Lucid's Product Safety Executive Council (PSEC). As of October 4, Affected S/W Versions are no longer being installed on or transmitted to any vehicles. Lucid released the Remedy S/W Version for customer vehicles to download starting on October 10. On October 12, the PSEC determined that the lack of rear seat heater temperature control in certain non-driving vehicle

modes presented an unreasonable risk to safety for owners of Lucid Air vehicles still on Affected S/W Versions. Lucid is issuing this recall to encourage Lucid Air owners on Affected S/W Versions to update their software to a Remedy S/W Version, which includes monitoring and control of the rear seat temperature in all vehicle modes.

Description of Remedy :

Description of Remedy Program : Software upgrades are 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 2.1.0 through 2.1.20. Remedied vehicles will have installed version 2.1.26 or later of Lucid software.

Identify How/When Recall Condition was Corrected in Production : Vehicles in production in the Lucid factory since September 9, 2023, have had a different software version installed on the manufacturing line that has not had a seat heater issue. All vehicles will also be updated to a Remedy S/W Version or later prior to delivery to customers.

Recall Schedule :

Description of Recall Schedule : Owners of vehicles in the recall population who have not updated their software 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 : OCT 19, 2023 - OCT 19, 2023

Planned Owner Notification Date : DEC 11, 2023 - DEC 11, 2023

* NR - Not Reported