

# Part 573 Safety Recall Report

## 24V-076

**Manufacturer Name :** Lucid USA, Inc.**Submission Date :** FEB 12, 2024**NHTSA Recall No. :** 24V-076**Manufacturer Recall No. :** SR-24-02-0**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 : 189

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2022-2024 Lucid Air

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

**Descriptive Information :** Lucid determined that a fault is possible in software versions 2.1.2-2.1.26, inclusive (the "Affected Versions"), that could lead to an unwarned loss of drive power. Lucid is issuing this recall to advise owners of vehicles operating on Affected Versions of the defect and to accept the software remedy for their vehicle, which has already been provided. A software update removing the possible fault condition is included in version 2.1.30 (the "Remedy Version") and later versions. The Remedy Version was released via over-the-air (OTA) update on October 16, 2023. A customer vehicle running an Affected Version experienced a fault in December 2023, which led to the safety investigation of this issue. Vehicles that are not operating on an Affected Version of software are not susceptible to the fault. Lucid determined through vehicle telematics that owners of 189 U.S. customer vehicles still had not updated their software from an Affected Version to the Remedy Version or beyond.

Production Dates : NOV 10, 2021 - DEC 05, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** Vehicles on Affected Versions of software may experience a torque monitor fault under certain conditions that could lead to loss of drive power without a warning.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A loss of drive power without warning to the driver increases the likelihood of a crash.

**Description of the Cause :** The torque monitor logic in Affected Versions of software can cause a fault leading to loss of drive power without prior warning under certain conditions.

For the fault to occur, the Lucid vehicle must be operating on an Affected Version of software and have Adaptive Cruise Control (ACC) on; the Lucid vehicle must then detect an unexpected obstacle or other vehicle that causes ACC to decelerate, the driver must accelerate to override ACC, and then, within a narrow time window, the driver must cancel ACC via either the steering wheel button or by braking.

**Identification of Any Warning that can Occur :** Under the conditions described above, the driver would not receive any prior warning.

## Involved Components :

**Component Name 1 :** Software Versions 2.1.2 – 2.1.26

**Component Description :** NR

**Component Part Number :** NR

## Supplier Identification :

### Component Manufacturer

**Name :** NR

**Address :** NR

NR

**Country :** NR

## Chronology :

Vehicle software with the defect described above are software versions 2.1.2 - 2.1.26, inclusive (the "Affected Versions"). Software version 2.1.2 was transmitted to customer vehicles via over-the-air (OTA) update on or after June 29, 2023. On September 8, one customer vehicle experienced a drive system fault while driving and contacted a Lucid Service Center. Service personnel analyzed and escalated the issue to Engineering and Software. The torque monitor logic that could lead to the fault was removed in software version 2.1.30, which was released to customer vehicles via OTA update on or after October 16. On December 2, a second customer vehicle that was still operating on an Affected Version of software experienced a drive system fault and contacted a Lucid Service Center. This second customer occurrence was escalated to Engineering and Software, and then reported to Lucid's Product Safety Working Group (PSWG). The PSWG met on January 4 and January 9, 2024, to review and analyze the issue. The PSWG briefed Lucid's Product Safety Officer on January 17 and briefed Lucid's Produce Safety Executive Council (PSEC) on January 31. The PSEC determined an unreasonable

risk to safety due to the possibility of unwarned loss of drive power exists in vehicles operating on Affected Versions of software. Lucid is issuing this recall to encourage Lucid Air owners to accept installation of the Remedy Version of software, or later, which have already been sent to vehicles via OTA update.

## 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 :** The Remedy Version of software, and later versions, do not include the torque monitor logic found in Affected Versions.

**Identify How/When Recall Condition was Corrected in Production :** As of October 8, 2023, all vehicles at Lucid's factory have had version 2.1.30 or later installed, and all vehicles are upgraded to 2.1.30 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, mobile app, 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 :** FEB 07, 2024 - FEB 07, 2024

**Planned Owner Notification Date :** APR 05, 2024 - APR 05, 2024

\* NR - Not Reported