

Part 573 Safety Recall Report

24V-495

Manufacturer Name : Lucid USA, Inc.

Submission Date : JUN 28, 2024

NHTSA Recall No. : 24V-495

Manufacturer Recall No. : SR-24-04-0



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 : 7,506

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2022-2024 Lucid Air
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : NR

Descriptive Information : This recall expands the population of Recall No. 24V-011 for the High Voltage Coolant Heater (“HVCH”) delamination issue. The HVCH is manufactured by Webasto AG (“Supplier”). At the time of Lucid’s 24V-011 report, Lucid had identified 25 HVCH delamination failures out of 5,283 HVCH manufactured prior to July 2022 (a 1.2% failure rate). Lucid noted then that HVCH manufactured from July 2022 to February 2023 had only experienced a 0.02% failure rate, and no HVCH manufactured since February 2023, a new design, had experienced a delamination failure. Lucid determined the unreasonable risk to safety was the possible failure of an HVCH without a warning to the driver that defrost would be unavailable. The recall remedy is a software update to provide a warning to drivers upon HVCH failure, even if the driver has not tried to enable cabin heat or defrost, and replacement of any failed components. The recall remedy software was released via OTA update starting on Feb. 5, 2024.

Since the 24V-011 defect report, Lucid has identified 74 failures in vehicles with HVCH manufactured from July 2022 to Feb. 2023 (less than 1% of those vehicles). Lucid has only identified three failures in HVCH manufactured after February 2023, the latest design, and none of those failures were delaminations. Based on failure rates, Lucid determined a new recall with the same remedy is warranted to include all U.S. customer vehicles with HVCH manufactured prior to Feb. 2023. This recall applies to 7,506 vehicles not previously addressed. Vehicles with HVCH of the latest design (i.e., manufactured after Feb. 2023) are not included in the recall. Since Oct. 24, 2023, Lucid has used only the latest HVCH design in its manufacturing plant. As of June 26, 2024, a total of 7,251 U.S. customer vehicles in the affected population have already accepted installation of the remedy software. Only 255 vehicles in the affected population still need to accept installation of a remedy software version.

Production Dates : OCT 28, 2021 - OCT 23, 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 February 2023 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 February 2023 have an unreasonable risk of delamination failure.

Identification of Any Warning that can Occur : Prior to the software remedy, there was 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. Vehicles with the software remedy will receive a warning that defrost is unavailable upon an HVCH failure, even if the driver has not tried to enable cabin heat or defrost.

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 Foreign States

Country : Germany

Chronology :

Lucid incorporates the original Chronology for Recall No. 24V-011 herein.

HVCH used in Lucid vehicles can be grouped into three batches by Supplier manufacturing date, HVCH manufactured:

- (i) prior to July 2022 (the 24V-011 population);
- (ii) from July 2022 to February 2023 (this recall population); and
- (iii) after February 2023 (the new design).

Since just before filing of Lucid's recall report for 24V-011 on January 10, 2024, Lucid has monitored HVCH failures via vehicle telemetry. On or about April 17, Lucid shipped 98 failed HVCH to Supplier for additional analysis to determine the failure mode, delamination or otherwise, and whether any HVCH outside the 24V-011 population had experienced delamination failures. On May 2, Webasto provided preliminary results from their analysis, which indicated approximately 82% of failed HVCH examined were delaminations. Through June 26, Lucid has identified 74 failures in vehicles with HVCH from this recall's population. Lucid's Product Safety Working Group (PSWG) examined the failures detected via telemetry, Lucid internal analysis and analysis of data from Supplier, and vehicle production and service records. Based on recommendation of the PSWG on June 20, Lucid's Product Safety Executive Council (PSEC) determined that, in addition to the 24V-011 population, an unreasonable risk to safety exists for all vehicles with HVCH manufactured from July 2022 to Feb. 2023 and whose owners have not accepted installation of the OTA remedy software update that provides a warning upon failure.

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.

Lucid will reimburse owners for costs an owner reasonably incurred to obtain a remedy for this safety defect during the period starting from initial vehicle delivery through 10 days after Lucid's mailing of the owner notification letter concerning this defect. 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 suspect HVCH for 24V-011 and this recall were manufactured prior to February 2023 and were of an older, laminated design. The remedy for the defect is the software update that has now been accepted by all but 255 vehicles in the recall population. All replacement components will be redesigned HVCH, which were manufactured starting in February 2023.

Identify How/When Recall Condition was Corrected in Production : Lucid removed all HVCH manufactured prior to February 2023 from production by October 24, 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 : Owners of vehicles in the updated U.S. recall population who have not already accepted installation of the remedy software version or later

(currently 255 vehicles), 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.

Per NHTSA direction, owners of vehicles in the U.S. recall population who have already updated their software (currently 7,251 vehicles) will be notified by first-class mail of the recall and advised that no further action is required.

Planned Dealer Notification Date : JUN 28, 2024 - JUN 28, 2024

Planned Owner Notification Date : AUG 09, 2024 - AUG 26, 2024

* NR - Not Reported