

CL-11506846-1000

Pete Buttigieg, U.S. Secretary of Transportation US Department of Transportation 1200 New Jersey Ave. SE Washington, DC 20590	NHTSA Headquarters 1200 New Jersey Avenue SE, West Building Washington, DC 20590	FTC Headquarters 600 Pennsylvania Avenue, NW Washington, DC 20580
SEC Headquarters 100 F Street, NE Washington, DC 20549		Peter Rawlinson, Chief Executive Officer, Derrick Carty, VP - Platform Software Engineering 7373 Gateway Blvd Newark, CA 94560

Sunday, March 5, 2023 Subject: Lucid Motors

Reference: Last eight digits of VIN# PA002337

Dear All,

I am forced to write and again, probably should produce a Netflix serial on LUCID, to apprise you of continued "LUCID MENACE".

The problems with charging LUCID at Electrify America station, yesterday (again) took half an hour. The time I should have been enjoying with my family, I was on a call with Lucid and Electrify America, experimenting getting out of the car, standing in cold putting the car to sleep waking it up and trying charge in charge out. All Lucid!@# literally loosing time that I prefer to spend with my kids and family on Lucid Charge. Without exaggeration I conservatively estimating spending over \$20,000 worth of my time on the junk Peter Rawlinson company has provided me on false promises.

I ask a simple question, why cant Lucid and its management be held accountable, how is this different from Theranos and Elizabeth Holmes. Both touted a breakthrough technology, and both don't work.

I have offered several alternatives to Electrify America and Lucid:

- Electrify on behalf of Lucid provide me with a store card that I can use through my app to use, so that I don't have to engage with Electrify America
- Electrify America allow me to use the app with my credit card and automatically reimburse me at the end of each month. I have to the extent of offering that I don't mind getting reimbursed with a 2 month wait period. What I don't agree is to have to call Electrify America to reconcile and run after them (quite honestly some folks at Electrify America do not understand, or don't want to understand) to get reimbursed.
- Lucid provide me a Electrify America store card and refill at the end of each month.
- I start charging at home and Electrify America reimburse me for the electricity used. I drove with my family to Santa Monica and I am so tired to have to call Lucid & Electrify America, I decide to charge at home.

I don't see a reason why I should not be reimbursed for the agony and mental stress Lucid is causing because of their inaction and stubbornness. Either they are incompetent and can't resolve the issue after > 2 months or are indifferent to the problem because there is no accountability. I am really hoping appropriate regulatory body catches up soon. I am flabbergasted at all these problems yet Lucid is allowed to market and sell the cars without any repercussions.

For any clarification, I can be reached [REDACTED] or [REDACTED]

Best Regards,

[REDACTED]
Eastvale, CA [REDACTED]

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Tuesday, February 28, 2023

Subject: Lucid Motors

Reference: Last eight digits of VIN# PA002337

Dear All,

I am forced to write and seek your guidance for a recourse to LUCID misery. Lucid continue to add problems. There must be a regulatory check to this madness.

- **Low Mileage:** Delivers no more that 275 -300 miles. This bad behavior will only deter people from converting to electric vehicles.
- **Continued hassle with charging:** As a condition of sale Lucid promised 3 years free charging. Lucid and Electrify America continue to have authentication problem that takes 30 minutes trying to justify to Electrify America for the charge. Instead of being a convenience this has become a nightmare. Lucid should be penalized and consumer compensated for the time loss, aggravation and misery. I have in my second letter asked Lucid to take back the defective junk, haven't heard back from Lucid. I am surprised that there are no regulatory check for someone to start selling with faulty technology and mislead people
- **Dead and unresponsive car:** I discussed in my previous letter
- **Stuck Trunk lid (New problem):** A new problem of stuck half open trunk lid was reported to Lucid.

I am flabbergasted at all these problem yet Lucid is allowed to market and sell the cars without any repercussions.

For any clarification, I can be reached at [REDACTED] [REDACTED]

Best Regards,

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I want to register my serious concerns about Lucid Motors but not sure which regulatory body would be appropriate to investigate the matter. My choice of addresses could be wrong, in that event I request you to direct me in the right direction. I chose SEC because of their mission to generate public's trust and FTC because of their vision to stop unfair, deceptive, and fraudulent business practices.

Dear All,

I am reaching out to your offices to explore options, so that Lucid Motors is held accountable to deliver product and services that they promised me and other customers at the time of purchase. The issues that I am facing with Lucid Air, in my opinion can be divided into 1) safety risks 2) Non-safety but breach of promise on their claims.

Safety risks:

- **Lack of camera view in the car:** I have informed LUCID motors through email and verbal conversations and raised this concern with NHTSA through complain # 11506843. Complete radio silence from the manufacturer until I call them.



- **Low Mileage:** I was promised 416 miles on full charge in the ideal conditions. I have tried couple of times and found that the total mileage is < 300 miles that is drop of >30% miles against what the car is labelled for. In my opinion Lucid motors is misbranding and it pose safety risk as drivers would not be suspecting of depreciating mileage and would get stranded. I have notified Lucid about this on phone, in email and raised a complaint with NHTSA reference # **11506846**. The example below shows that when I charged ~413 miles, drove 210.2 miles only 64 mile was left on the vehicle; total drivable distance of ~275 miles. I have been very careful in driving at 30 – 70 miles/hr. I was told car is too new and algorithm is learning, without letting me know that should I trust the display at charge or the display once it is depreciated.



- **Continued hassle with charging:** At the time of car purchase, I was told that I will have free charging at Electrify America for 3 years. Every time I go for charging the car fails authentication. I have to call

Electrify America. I spend about 15 -20 minutes in getting the charge started, this along with unpredictable mileage has rendered this vehicle an impractical car. I have minimized the use of Lucid. Most of the week it is used for local trip or sits in the garage like a stuffed toy. We are planning to use it only over the weekend. Customer service refers me to service team and vice versa. Total confusion and chaos. On 2/17 I spent over an hour (again) with the reps from Lucid and Electrify America

- **Dead and unresponsive car:** Seems the more I drive the more problem I discover. To estimate the charge, I made a special effort on 2/18 to drive to San Diego on my day off, so that I don't have any surprises on a workday. Guess what, when I tried to resume my journey after a break the car was unresponsive, no reverse or forward. Called Lucid Motors to be told get out of the car, wait for it to sleep and wake up and then try again. I have serious concerns if someone is in a hurry or if kids are driving and they need to get out of a place, getting out of a car is not an option. Lucid Motor built a junk, and they got regulatory approvals. This is laughable. Regulatory bodies get stuck on small little things, but a manufacture able to get approval of an unsafe car is concerning.

Non-Safety issues:

- Pilot Screen: fails to scroll down when application is selected. I have sent a video upon request to Lucid team.
- Cosmetic quality issues: While taking the delivery, Lucid's delivery rep and my family noted scratches for which the rep took pictures and made detailed notes. It will be two and a half month before the car will be taken in for repair. Lucid claims it would be minimum of 1 -2 weeks. Our desire to wrap the car upon delivery would not materialize.

Mr. Peter Rawlinson: I must have wasted over 10 hours, trying to resolve the list of problems mentioned above. The time I could have spent making at least \$8,000 or could have spent time with my family (just listen to my call with your rep & conference with Electrify America on 2/17, possibly a 90 minute call, to truly understand my frustration). The worst part of this experience, whenever I call there are empty promises and be it your customer service or service department, they act all surprised as if that is the first time they are hearing. Then there are promises to personally follow up and then absolute radio silence until I call again. However, I am not surprised, since I previously wrote 2 letters to you, and you didn't have the courtesy to reply or take actions. The delay in resolving all the above problems could be either Lucid is delivering junk for >\$100K with too many bugs that they don't know how to fix (in race with other EVs) or there are not enough people. If the problem is later, you should reduce your management compensation buy 15-20%, to double feet on the ground.

Agencies with Regulatory authority: In my opinion Lucid Air was not ready for launch. Lucid motors misled customers. Management including Mr. Peter Rawlinson donot have a plan or competence to resolve the issues. I am afraid continuation of Lucid car sale will continue to hurt more customers like me. It is important for regulatory bodies to take a deeper look at the quality issues and force Lucid motors to take corrective actions and stop making false claims on quality, mileage and performance. Interestingly I have been told that some of the issues I pointed out, my question is why were they hidden as I was purchasing the vehicle.

It is my earnest request to hold Lucid motors and its management accountable, this another Theranos, that is getting away. If you are not the right regulatory bodies, please let me know I will reach out to them.

For any clarification, I can be reached at [REDACTED] or [REDACTED]

Best Regards

[REDACTED]
Eastvale, CA [REDACTED]

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US Department of Transportation
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Washington, DC 20590

Peter Rawlinson; Chief Executive Officer, Chief Technology Officer, Director
Derrick Carty, Vice President - Platform Software Engineering
7373 Gateway Blvd.
Newark, CA 94560

Thursday, February 5, 2023

Subject: Poor service
Reference: Last eight digits of VIN# PA002337

Dear Mr. Rawlinson,

I am done with LUCID, please give me a way to return the car and save my sanity. I acknowledge that I should have picked up on the signs when Mr. Kit started ghosting on me or when Mr. Derek didn't have the courtesy to return my call when I requested for a change of Mr. Kit because of his inability. The pain continues to grow:

- I still have to cancel all calls then spend 15 -20 minutes with Electrifying America before I can start charging (already explained in my earlier letter of 2/5).
- Done with availing free charging I ordered a wall mount charger, with no receipt invoice for 3 days I called customer service only to be told there was no order, I confirmed the chargers on the credit card gave the female rep the exact amount. We agreed she would call me later. No response, I called her back (in fairness she mentioned she emailed me) but told me she could not locate my order, while talking and driving I checked my email only to find a new email in my inbox lo and behold from LUCID with order # for charger. I gave her the order # and suddenly she acknowledged the order.
- While taking the delivery, Ariel (Tesla rep – great experience), my wife and I noted few scratches and Ariel took the pictures. We told her that we would like to get the car wrapped she mentioned we should wait till fixing the scratches. Yesterday I received a call from service center to set up a time. I was hoping the mobile service (something Ariel and we discussed) would be able to come and fix. However, the rep told me that those many noted scratches would require the car to brought in. These are things that I cant deal with 1) no offer to pick up the car 2) Not able to leave the car over the weekend. For me to bring the car to Costa Mesa on a weekday means 1/1/2 hour one way drive with 3 hours wasted. I told the rep that my wife is leaving for Pakistan and I have responsibility to pick up my daughter 3)no loaner, allowed to get Hertz, Not sure if that would be open. An interesting comment was " most of our customers have more than 1 car and they don't ask for loaners"(I was so annoyed with LUCID, I didn't pick if it was an innocent or sarcastic comment).

I feel LUCID employees have an indifferent attitude toward customers, I don't think they feel an obligation nor are engaged. In my experience this disgruntle attitude occurs if either they are paid with no accountability, or about to resign or give up.

In summary, I think the things are not working out for me, I did get the vehicle at grandfathered price, and would be happy to return the car and throw free wall charger and LUCID mats (yet to receive) for a refund.

Feel free to contact me [REDACTED] or [REDACTED]

Regards,

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- **Continued hassle with charging:** As a condition of sale Lucid promised 3 years free charging. Lucid and Electrify America continue to have authentication problem that takes 30 minutes trying to justify to Electrify America for the charge. Instead of being a convenience this has become a nightmare. Lucid should be penalized and consumer compensated for the time loss, aggravation and misery. In my two letters I have asked Lucid to take back the defective junk, haven't heard back from Lucid. I am surprised that there are no regulatory checks for any manufacturer to start selling cars with faulty technology on false claims and lies.

In my conversations with Electrify America over last week, every time they ask me did Lucid call you as if they have been told that they are talking to me, I haven't heard from them. Electrify America has listened to the conversations and acknowledge the challenge.

I am barely driving Lucid and every time I have to take it for a charge it becomes a task and challenge. Unfortunately today against it is due for another charge.

- **Dead and unresponsive car:** I discussed in my previous letter.
- **Stuck Trunk lid (New problem):** A new problem of stuck half open trunk lid was reported to Lucid.

I am flabbergasted at all these problems yet Lucid is allowed to market and sell the cars without any repercussions.

If the regulatory bodies, I am writing are not the right one please refers me in the right direction. The only other place I am going to reach out is the Attorney general office.

For any clarification, I can be reached at [REDACTED] or [REDACTED]

Best Regards,

[REDACTED]
[REDACTED]
Eastvale, CA [REDACTED]

SANTA ANA CA 926

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