

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [Rosales, Denise](#)  
**To:** [Ambrose, Ann-Marie L](#); [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** Re: ODI-11560244  
**Date:** Thursday, January 18, 2024 10:00:07 AM  
**Attachments:** [REDACTED]

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The update is now complete.

Respectfully,  
Denise Rosales  
Quality Assurance Analyst  
ASRC Federal Holding Company  
[DeRosales@asrcfederal.com](mailto:DeRosales@asrcfederal.com)  
7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

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**From:** Ambrose, Ann-Marie L <AAmbrose@asrcfederal.com>  
**Sent:** Thursday, January 18, 2024 9:48 AM  
**To:** evoq@dot.gov <EVOQ@dot.gov>; Robertson, Faithia <faithia.robertson@dot.gov>; Lewis, Brenton <brlewis@belcangov.com>  
**Cc:** nhtsa.odi.crd@dot.gov <nhtsa.odi.crd@dot.gov>; Strasser-King, Marion C <MStrasser-King@asrcfederal.com>; Rosales, Denise <DeRosales@asrcfederal.com>  
**Subject:** ODI-11560244

[REDACTED]  
Jan 16

Subject: ODI ref number 11560244  
To: [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I would like to point out that the NHSTA representative transposed the wrong mileage when I filed the complaint. Please correct the mileage to 316 below. It was not 3,165. I believe they added a 5 to the end by mistake. The car was brand new. Thanks again.

[REDACTED]



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[Opens a new window](#)

[December 15, 2023 NHTSA ID NUMBER: 11560244](#)[Opens a new window](#)

[Components: ELECTRICAL SYSTEM](#)[Opens a new window](#)

NHTSA ID Number: 11560244

Incident Date December 5, 2023

Consumer Location NEW HARTFORD, NY

Vehicle Identification Number 50EA1TEA8PA\*\*\*\*

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

The contact owns a 2023 Lucid Air. The contact stated that he had purchased and picked up the vehicle from the Service Center. The contact stated that the vehicle had a 425-mile range, and the mile range at pick-up was 408. The contact stated that while driving 64 MPH, the heater became inoperable. Additionally, the vehicle started to lose charging range. The message "Battery Critically Low Vehicle May Shut Down Unexpectedly - Charge Immediately" was displayed. The contact stated that he drove to a charging station. The contact stated that he was able to charge the vehicle after several attempts. Additionally, the charging port failed to close and was stuck after charging the vehicle. The Service Center was notified of the failure and picked up the vehicle. The Service Center later informed the contact that the heater had drained the battery, and no other issue was found. The contact stated that he noticed through the App connected to the vehicle that the Service Center had not test-driven the vehicle. The service center declined to trade the vehicle. The vehicle was not repaired. The manufacturer was notified of the failure. The failure mileage was 3,165.

Thank you

**Ann-Marie Ambrose**

**Quality Control Specialist**

**ASRC Federal Holding Company**

[aambrose@asrcfederal.com](mailto:aambrose@asrcfederal.com)

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

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**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11560244  
**Date:** Monday, January 22, 2024 12:07:05 PM  
**Attachments:** [REDACTED]  
**Importance:** High

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**From:** [REDACTED]  
**Sent:** Thursday, January 18, 2024 2:39 PM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)  
**Subject:** [EXTERNAL] - FW: ODI ref number 11560244  
**Importance:** High

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please note upon reading the complaint there was another error by your representative.

“The service center declined to trade the vehicle.”

The above statement needs to be corrected to “the manufacturer repurchased the vehicle.”

Thanks.

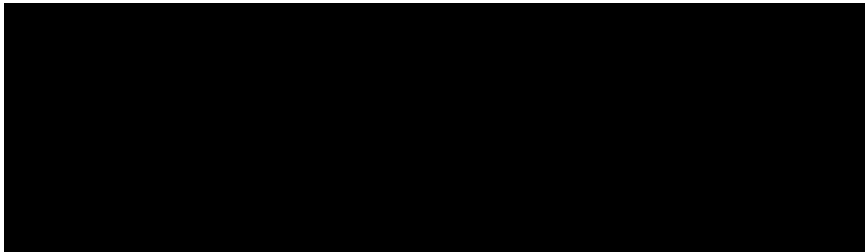
[REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, January 16, 2024 9:10 AM  
**To:** 'nhtsa.webmaster@dot.gov' <nhtsa.webmaster@dot.gov>  
**Subject:** ODI ref number 11560244  
**Importance:** High

I would like to point out that the NHSTA representative transposed the wrong mileage when I filed

the complaint. Please correct the mileage to 316 below. It was not 3,165. I believe they added a 5 to the end by mistake. The car was brand new. Thanks again.



[December 15, 2023](#) NHTSA ID NUMBER: 11560244

## **Components: ELECTRICAL SYSTEM**

**NHTSA ID Number:** 11560244

**Incident Date** December 5, 2023

**Consumer Location** NEW HARTFORD, NY

**Vehicle Identification Number** 50EA1TEA8PA\*\*\*\*

### **Summary of Complaint**

CRASHNo

FIRENo

**INJURIES0**

DEATHS0

The contact owns a 2023 Lucid Air. The contact stated that he had purchased and picked up the vehicle from the Service Center. The contact stated that the vehicle had a 425-mile range, and the mile range at pick-up was 408. The contact stated that while driving 64 MPH, the heater became inoperable. Additionally, the vehicle started to lose charging range. The message "Battery Critically Low Vehicle May Shut Down Unexpectedly - Charge Immediately" was displayed. The contact stated that he drove to a charging station. The contact stated that he was able to charge the vehicle after several attempts. Additionally, the charging port failed to close and was stuck after charging the vehicle. The Service Center was notified of the failure and picked up the vehicle. The Service Center later informed the contact that the heater had drained the battery, and no other issue was found. The contact stated that he noticed through the

App connected to the vehicle that the Service Center had not test-driven the vehicle. The service center declined to trade the vehicle. The vehicle was not repaired. The manufacturer was notified of the failure. The failure mileage was 3,165.

Thank you

Ann-Marie Ambrose  
Quality Control Specialist  
ASRC Federal Holding Company  
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