

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: << VIN >>
Campaign – SR-23-01-0 – <<Replacement>> OR <<Software Update>>
NHTSA Recall Number 23V-110

Dear [Customer Full Name]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lucid USA, Inc. (“Lucid”) has decided that a defect which relates to motor vehicle safety exists in certain model year 2022 and 2023 Lucid Air vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the condition?

Lucid has determined that on certain model year 2022 and 2023 Lucid Air vehicles, the contactors, which are electrically activated switches that allow power to be supplied to the electric motors, can open unexpectedly. If this should occur while driving, the vehicle’s electric motors will no longer be supplied power, which may lead to a loss of propulsion without prior warning and increase the risk of a crash.

Our records indicate that your vehicle <<**requires replacement of the contactors.>> OR <<requires a software update so that Lucid can determine if the contactors need to be replaced.>>**

What actions will Lucid take?

For vehicles that require replacement of the contactors:

Lucid will begin to schedule the replacement of contactors at **NO COST** to the owner, on or about **April 21, 2023**.

The repair process to replace affected contactors will take approximately six (6) hours to complete and will require the vehicle to be taken to a Lucid Service Center. Please note that depending on Lucid Service Center workload, the vehicle may need to be at a Lucid Service Center for more than one day. If you have questions, please contact Lucid Customer Care to discuss alternate transportation.

For vehicles that require a software update:

Please update your vehicle’s software to the latest version immediately.

Lucid recommends that you update your software overnight and with your vehicle connected to a strong internet signal as it may take several hours to complete. Customers requiring assistance with updating software should contact Lucid Customer Care. All software updates are provided at **NO COST** to the customer.

With the installation of updated software, Lucid will be able to analyze your vehicle’s contactor data to determine if replacement is required. Lucid will notify you whether your vehicle’s contactors need replacement or not. If the contactors do need replacement, Lucid will work with you to schedule a visit to a Lucid Service Center for replacement of contactors at **NO COST** to the owner.

What if you have previously paid for repairs to your vehicle for this specific condition?

Lucid will reimburse owners for the cost of repairs previously made for this specific condition. Please contact Lucid Customer Care with questions about such reimbursement. Copies of the repair details,

proof-of-payment, and ownership information may be emailed with a request for reimbursement directly to customercare@lucidmotors.com.

What if you no longer own the vehicle?

If you no longer own this vehicle or would like to update vehicle ownership or contact information, please contact Lucid Customer Care at customercare@lucidmotors.com or 1-888-99-LUCID (1-888-995-8243).

What if you are a vehicle lessor?

Federal law requires that a vehicle lessor, as defined at 49 C.F.R. § 577.4, receiving this recall notice must forward a copy of this notice to the lessee by first-class mail within ten days.

What if you still have questions?

Lucid Customer Care is available 24/7 to answer your questions.



Lucid Customer Care
1-888-99-LUCID
(1-888-995-8243)



CustomerCare@Lucidmotors.com



Customer Care Team
P.O. Box 4713
Trenton NJ 08650-9944

If you believe Lucid has failed or is unable to remedy the non-compliance without charge or within a reasonable amount of time, you may submit a complaint to:

**Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E., Washington, D.C. 20590**

You may also call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safecar.gov>.

We appreciate your patience and continued support.

Sincerely,

Lucid USA, Inc.