

Technical Instructions

Safety Recall SR-24-04-0

Coolant Heater May Fail to Defrost Windshield

Model: Air

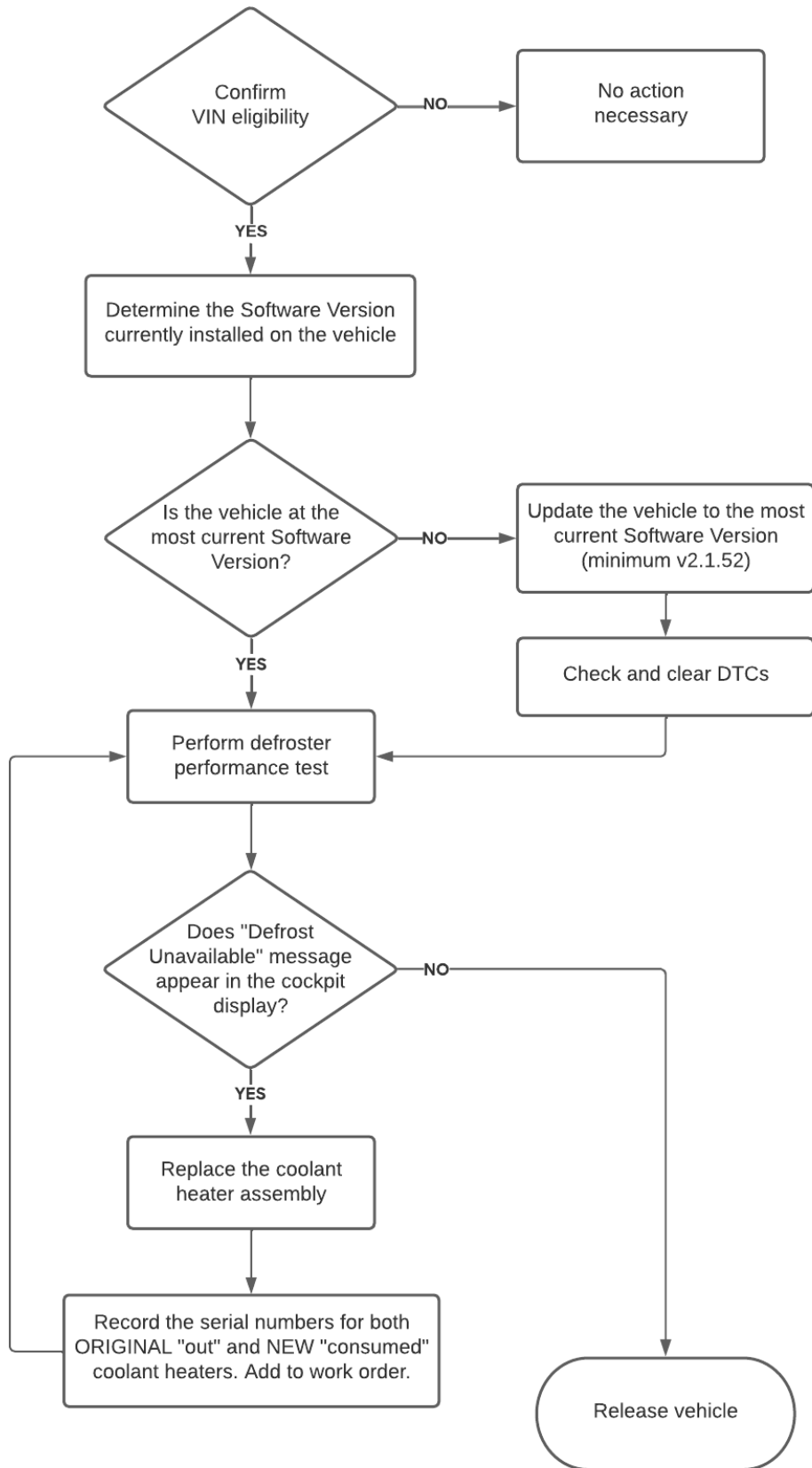
Year: 2022 / 2023 / 2024

Market: USA / CAN / EU / KSA

Rev. 1

Release Date: 2024/08/05

I. PROCESS OVERVIEW



II. VIN ELIGIBILITY

Model	Year	Market
Air	2022 / 2023 / 2024	USA / CAN / EU / KSA

III. WORK ORDER DOCUMENTATION

Include the following information in the work order:

Concern	VIN has open Recall – SR-24-04-0
Cause	Recall – SR-24-04-0
Correction	[Document the actions performed according to Labor Op Codes]

IV. DOCUMENTATION DETAILS

To ensure that vehicle campaign repairs are documented correctly, please reference the following when creating work orders for SR-24-04-0:


Job Code	SR-24-04-0 Coolant Heater May Fail to Defrost Windshield
Pay Type	Campaign [Customer Vehicles]
	Rectify [Lucid Internal Vehicles]
Defect Code	Campaign
Causal PN	P11-M20101

Select the Labor Op code that best reflects the procedure performed on the vehicle:

Labor Op Code	Description	FRT*
96.240401	SR-24-04-0 – Software v2.1.52 or higher installed. Defroster performance test is OK.	0.1
96.240402	SR-24-04-0 – Software v2.1.52 or higher installed. Defroster performance test is NOK. Coolant heater replaced.	4.1
96.240403	SR-24-04-0 – Software v2.1.52 or higher not installed. Update required. Defroster performance test is OK.	0.9
96.240404	SR-24-04-0 – Software v2.1.52 or higher not installed. Update required. Defroster performance test is NOK. Coolant heater replaced.	4.9
96.240405	SR-24-04-0 – Software v2.1.52 or higher installed by customer. [Internal Warranty Department Use Only]	0.0

*Flat Rate Time (FRT) is subject to change

V. PARTS LIST

Part Number	Part Name	Qty
P11-M20101-01	HEATER, WATER, HVH70 GEN 1.5 	1 (If required)

VI. IMPORTANT INFORMATION

⚠ CAUTION: Ensure the use of all appropriate PPE when performing this repair.

VII. REPAIR INSTRUCTIONS

1. **Use latest Technical Instructions (TI)**
 Use the latest revision Technical Instructions (TI) by checking the revision (REV) number displayed on the title page and in the document footer.
2. **Confirm VIN Eligibility**
 Eligible VIN will have an open Service Campaign against the Asset in Salesforce.
 Title: SR-24-04-0 Coolant Heater May Fail to Defrost Windshield

VIII. SOFTWARE UPDATE

1. **Using the vehicle display, determine the software version currently installed (see example below):**

The image shows a vehicle display interface with a dark background. At the top, it says 'OWNER Primary Driver' and 'CONNECT YOUR LUCID ID'. There are buttons for 'OWNER'S MANUAL', 'About', and 'Air'. At the bottom right, the VIN and software version are displayed: 'VIN: 50EA1xxxxxxxxxxxxx' and 'Version: 2.1.52'. A yellow arrow points to the version number, which is enclosed in a yellow dashed box.
2. **Is the software version 2.1.52 or newer? (i.e. 2.1.52, 2.2.10, 2.3.0, etc.)**
 - YES:** Proceed to **Section IX. DEFROSTER PERFORMANCE TEST**
 - NO:** Proceed to **Step #3**

3. Install the most current software version

Using the “OTA Service Request” tile in Lucid Garage, update to the **MOST CURRENT** software version available (minimum v2.1.52).

Service Manual / Inspection / [Over the Air \(OTA\) Flashing](#)

4. Check and clear DTCs

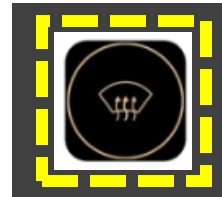
Refer to [DTCs Check and Clear](#)

5. Proceed to Section IX. DEFROSTER PERFORMANCE TEST

IX. DEFROSTER PERFORMANCE TEST

1. Turn on the WINDSHIELD DEFROST mode.

Press the following icon (cockpit panel or from the pilot panel screen) to turn on the WINDSHIELD DEFROST. The HEAT and FAN SPEED will automatically be on HIGH.



2. Run the DEFROST mode for a minimum of 2 minutes.

3. Does the message “Defrost Unavailable” appear? (example below):

YES: Proceed to **Section X. COOLANT HEATER REPLACEMENT**

NO: Proceed to **Step #4**



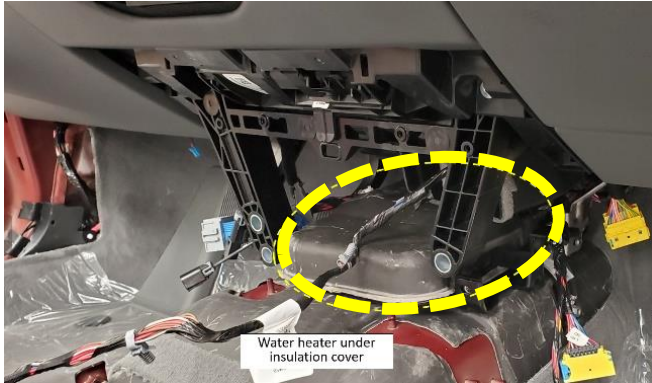
4. No further action required. The campaign is complete. Release vehicle.

X. COOLANT HEATER REPLACEMENT

1. Replace Coolant Heater Assembly

Follow the instructions in the Service Manual to replace the Coolant Heater Assembly.

Service Manual / Climate Control and Thermal / Coolant System / [Water Heater HVH70 GEN1.5 Remove and Replace](#)



2. Record and take photos of the SERIAL NUMBERS for both ORIGINAL “out” and NEW “consumed” coolant heaters. Clearly mark/identify the serial numbers as ORIGINAL “out” and NEW “consumed” on the work order.



3. Proceed back to Section IX. DEFROSTER PERFORMANCE TEST to test the newly installed coolant heater.