



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V670

Manufacturer Name: Lucid USA, Inc.

Submission Date: Oct 07, 2025

NHTSA Recall No.: 25V670

Manufacturer Recall No.: SR-25-04-0

Manufacturer Information

Population

Manufacturer Name: Lucid USA, Inc.

Address: 7373 Gateway Blvd.
Newark CA, 94560

Total number of potentially involved: 865

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2022-2025 LUCID AIR

Product Category: Light Vehicles

Product Type: Passenger Car

Fuel / Propulsion: Electric Battery Power

Production Dates: Oct 14, 2021 - Mar 21, 2025

Number of potentially involved: 865

Descriptive Information:

Lucid determined that certain model year 2022–2025 Lucid Air vehicles operating on software versions prior to version 2.8.0 (the “Remedy Version”) may experience either of two issues, a blank rear view monitor screen that contains a warning or a lag in the rearview monitor image such that it may not be an accurate depiction of what is behind the vehicle. The Remedy Version addressed both issues. Lucid is issuing this recall to advise owners of the vehicles operating on prior versions of software to accept the software remedy for their vehicle, which has already been provided. The Remedy Version, 2.8.0, was released via over-the-air (OTA) update in August 2025.

The rearview image lag issue is limited to vehicles that are equipped with version 1 of the Center Console Controller (CCCv1), the AD02 ADAS package, and that are running a software version less than 2.7.1. These vehicles could also experience the blank screen with warning issue due to the fact that they have not updated to software version 2.8.0. Updating all Air vehicles to version 2.8.0 or later resolves both issues.

Lucid determined through vehicle telematics that owners of 865 customer vehicles still have not updated their software to the Remedy Version or beyond. This is the recall population.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Vehicles in the recall population may be susceptible to the rearview image not appearing while in

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reverse gear or there may be a lag or delay of rearview image such that the image displayed may not show an accurate depiction of what is behind the vehicle.

FMVSS1: 111 - Rear visibility

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

If the rearview image does not appear or does not accurately depict the rear of the vehicle while the vehicle is in reverse, the risk of a crash during a backing event is increased.

If a driver receives a warning that the rearview image is unavailable or if the screen is blank, the driver should use extra caution when driving in reverse. Prior to backing up, drivers should conduct a walk-around of their vehicle, take notice of any hazards presented by or to people or objects in the area, use both rear and side view mirrors, and look over their shoulder as necessary while driving in reverse.

Description of the cause:

With respect to the blank rear view monitor with a warning, an earlier version of software installed on the vehicles introduced an intermittent bug which could result in the camera entering a faulted state and therefore not displaying the rearview image due to frame rate drops. Software version 2.8.0 implemented a debounce timer to ensure that camera systems do not enter fail-safe modes unnecessarily due to brief frame rate drops.

The root cause of the lagging rearview image has not been fully determined, but it is limited to vehicles equipped with CCCv1 and AD02 ADAS package. There have been no observed incidents in vehicles equipped with a CCC version 2 or a different ADAS package. Lucid implemented a software update in July 2025 (OTA 2.7.1) for CCCv1 log reduction to improve system performance and avoid unnecessary load on camera pipelines. Regardless of root cause, the issue is corrected by software update 2.8.0.

Identification of any warning that can occur:

For the blank screen with warning, the warnings include the failure of the rearview image to appear on the right cockpit panel or appearance of a warning telltale of a "Camera Error, Turn your vehicle off and on again." The lagging rearview image issue is not preceded by a warning

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name:

Address:

Country:

Involved Components

Component Name 1: Software versions below version 2.8.0

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Component Description: Rear View Monitor Software

Component Part Number: Software versions below version 2.8.0

Chronology

Prior to April 2025, Lucid's Quality and Digital organizations began investigating instances or complaints of blank screens with warning messages and lagging images. In April 2025, these rearview issues were brought before Lucid's Product Safety Working Group (PSWG). The PSWG investigated these issues from April 2025 through September 2025. Through September, Lucid identified 139 instances or complaints of blank screens and 29 instances or complaints of lagging images.

For the camera error message, the root cause was an issue that caused the camera to enter into a faulted state when frame rates dropped below a specified threshold. Lucid sent an over-the-air software update in August 2025 (version 2.8.0) that implemented a debounce timer that helps to ensure that camera systems do not enter fail-safe modes unnecessarily due to brief frame rate drops. Lucid monitored claims after the software update to determine whether the issue was still present. Lucid had no claims that were attributable to the issue for vehicles equipped with software version 2.8.0.

For the lag issue, Lucid was able to reproduce the issue in some of the alleged cases, but Lucid was unable to reproduce the issue in the other alleged vehicles examined. Because Lucid was unable to reproduce the concern in all alleged vehicles, Lucid has not yet determined a root cause. Lucid also conducted additional testing as part of its investigation and identified concerns with the real-time transport protocol packet delivery and/or processing delay within the viewing app pipelines on vehicles equipped with CCCv1 and AD02, and developed a software update to address those concerns, which was included in software version 2.7.1. There have been no reported issues in vehicles that have updated to version 2.7.1 or later. Software version 2.8.0 is the most recent version of software and incorporates the 2.7.1 software that improves performance on camera loads.

The PSWG referred these rear view monitor issues to the Product Safety Executive Council (PSEC). On September 30, 2025, the PSEC determined that the blank screen with a warning represents a non-compliance with FMVSS 111 and that the lagging video issue poses an unreasonable risk to safety.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software OTA

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Lucid released an over-the-air (OTA) software update in August 2025. All OTA updates are provided at NO COST to customers. Owners of vehicles that have not updated to software version 2.8.0 will be notified by first class mail with instructions to update their software to the latest version available or contact Lucid Customer Care for assistance in doing so, at NO COST.

How remedy component differs from recalled component:

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The Remedy Version of software, and later versions, include both the debounce timer that helps prevent cameras from entering into fail-safe mode from brief frame rate drops and the rearview image lag improvements improving performance on camera loads.

Identify how/when recall condition was corrected in production:

As of August 6, 2025, all vehicles in Lucid's possession are being updated to version 2.8.0 or later either at the factory or during pre-delivery inspections, and all vehicles in inventory will be updated to 2.8.0 or later prior to delivery to customers.

Reimbursement Plan

Description of reimbursement program:

Lucid will reimburse owners for costs an owner reasonably incurred to obtain a remedy for this safety defect or noncompliance 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.

Period of reimbursement:

Lucid will reimburse owners for costs an owner reasonably incurred to obtain a remedy for this safety defect or noncompliance during the period starting from initial vehicle delivery through 10 days after Lucid's mailing of the owner notification letter concerning this defect.

Costs to be reimbursed:

Costs an owner reasonably incurred to obtain a remedy for this safety defect or noncompliance.

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

Owners of vehicles in the recall population who have not updated their software will be notified by 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.

Planned Dealer Notification Date:

☒ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Dec 05, 2025 - Dec 05, 2025 ☐ Phased Recall

Date when VIN will be searchable: