



Lucid Group USA, Inc.

Hours of Operation:
Tuesday - 10AM-2PM
Thursday - 10AM-2PM

Address: 423 E Chicago St
Phone: 000-000-0000
Email:

Work Order Open Date: 1/6/2025 8:36 AM
Notified Ready for Pick Up Date: January 15, 2025
Service Advisor: Jason Johnson
Service Center Information: F169769

Work Order#: WO-132113

Customer Information

Customer: Joseph Hall
Phone: [REDACTED]
Email: [REDACTED]
Address: [REDACTED]
Columbus, Ohio 43215

Secondary Contact:
Secondary Phone:
Secondary Email:

Vehicle Information

VIN: 50EA1PFA1PA007923
Year: 2023
Make: Lucid
Mileage In: 4,139.0

Model: AIR
Color: L304
Mileage Out: 4,314.0

Delivery Date: March 30, 2024
Delivery Mileage:

Work Summary

Job: 1 Front Axle

Pay Type: Warranty

Concern: Customer states a clunking noise in the front left of the vehicle that happens when going over bumps around 5-10 mph


Cause: Test drove & verified leaking left front damper causing clunking noise when suspension is jounced.

Corrections: Removed & replaced the left front damper assembly. Test drove approx. +/-6 miles and verified clunking noise is no longer present & no faults or DTCs present after repair.

Technician IDs: 010472

Labor	Description	Action	Total Price	
Chassis General Diagnosis	Chassis General Diagnosis	Diagnostic	0.0	
FRONT DAMPER SPRING ASSY LH	FRONT DAMPER SPRING ASSY LH	Remove and Replace	0.0	

Part Number	Part Description	Quantity	Unit Price	Total Price
P11-SDFSL2-00	FRONT LEFT DAMPER SPRING ASSEMBLY - 56N/MM 7250N	1.00	\$0.00	\$0.00
P00-F279CE-01	SCREW M8X48 10.9 STEEL	3.00	\$0.00	\$0.00
P00-F336DD-00	FLANGE ADHESIVE ZN/AL HEX NUT M16-2 10 STEEL FLANGE NYLON LOCK Zn/Ni HEX	1.00	\$0.00	\$0.00

P00-F296CE-02	SCREW M10X50 10.9 STEEL FLANGE MATPOINT M ADHESIVE ZN/AL HEX	2.00	\$0.00		\$0.00
P00-F643CZ-00	LOCK WASHER, M10, 10.7X16.6X2.5, STEEL, NORD LOCK, ZN/AL SILVER, NL10	2.00	\$0.00		\$0.00

Sub-total for Job 1:
\$0.00 (plus applicable
tax)

Job: 2 Hood Hardware

Pay Type: Internal

Concern: Customer states frunk will not fully open without multiple attempts.

Cause: Misaligned hood strikers into hood latch mechanisms.

Corrections: Aligned & centered hood stikers into hood latch mechanisms when closing hood assembly, verified smooth hood operation.

Technician IDs: 010472

Labor	Description	Action	Total Price
HOOD ADJUSTMENT	HOOD ADJUSTMENT	Adjustment	0.0

Part Number	Part Description	Quantity	Unit Price	Total Price
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Sub-total for Job 2:
\$0.00 (plus applicable
tax)

Job: 3 Complimentary Car Wash

Pay Type: Internal

Concern: Complimentary Car Wash

Cause: Complimentary Car Wash

Corrections: Complimentary Car Wash

Technician IDs: 017238

Labor	Description	Action	Total Price
Perform Car Wash	Perform Car Wash	Car Wash	0.0

Part Number	Part Description	Quantity	Unit Price	Total Price
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Sub-total for Job 3:
\$0.00 (plus applicable
tax)

Job: 4 Tire Pressure Check & Correct

Pay Type: Internal

Concern: Tire Pressure Check & Correct



Cause: Perform Tire Pressure Check & Correct.

Corrections: Inflated tires to 49PSI specification.

Technician IDs: 010472

Labor	Description	Action	Total Price	
Tire Pressure Inspect and Correct	Tire Pressure Inspect and Correct	Inspection and Correct	0.0	
Part Number	Part Description	Quantity	Unit Price	Total Price
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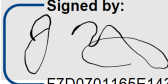
Grand Total

Total Labor: \$0.00	Subtotal: \$0.00
Total Parts: \$0.00	Tax: \$0.00
Miscellaneous: \$0.00	Grand Total (USD): \$0.00
Adjustments: \$0.00	
Total Sublet: \$0.00	

I acknowledge receipt of this invoice and the return of my vehicle.

Signature

Signed by: **Joseph Hall**



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Date

01/15/2025 | 10:24 AM PST

"Thank you for your continued loyalty at Lucid. Our certified service and parts team take pride in the quality of our service to you, and your experience throughout the service journey. Should you have any questions or concerns regarding this document, please contact your service center directly or our customer care at +1 888-99LUCID or email us at customercare@lucidmotors.com." **PLEASE READ IMPORTANT INFORMATION ON THE FOLLOWING PAGES, INCLUDING OUR TERMS & CONDITIONS.**

- ADDITIONAL TERMS AND CONDITIONS:
- Charges for labor are not based on actual mechanics time but are simply the set labor prices for a particular job.
 - You will be charged no more than the estimated price approved by you. If it is determined that different or additional repairs are necessary, you will be contacted for advanced approval of a revised estimate. Estimates are valid for thirty (30) days.
 - All labor and materials shall be paid for in full when picking up the vehicle unless other payment arrangements have been agreed to in advance. If any charges are unpaid for thirty (30) days after request for payment, the Service Center may refer such charges to its attorneys for collection and you will be responsible for reasonable attorneys' fees.
 - Vehicle and any of its contents are not insured or protected to the actual cash value against loss occasioned by theft, fire, or vandalism while the vehicle remains at the service center.
 - You represent that no articles or personal property have been left in the vehicle, and you agree that service center is not responsible for any articles or personal property that have been left in the vehicle.
 - The repair of the vehicle and completion date are subject to the availability of labor and parts. Service center is not responsible for delays due to unavailability of parts or delay in parts shipments that are beyond its control.
 - If the vehicle is not picked up within three (3) days after notice is given that the vehicle is ready, daily storage will be charged in the amount of \$100.00 per day. All such fees incurred shall be paid for in full when picking up the vehicle. Any unpaid charges may be referred for collection. Service Center also reserves the right have unretrieved vehicles towed away.

8. In addition to any and all legal remedies available, you authorize Lucid Group USA, Inc. to have a lien on the vehicle for all charges for repairs, including labor and parts, storage, and towing, and to enforce such lien. Lucid Group USA, Inc. is expressly authorized to sell the vehicle at public auction after giving a thirty (30) day written notice by certified mail to the legal owner, registered owner, and the Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of the sale must be used first to satisfy the lien plus storage costs and costs incidental to the sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. **Said expenses for sale shall also include reasonable attorneys' fees, which may be necessarily incurred.**
9. Remanufactured and refurbished parts that meet manufacturers' approved part requirements may be installed at service center's sole discretion. Additional information is available upon request.
10. You authorize the retrieval of on-board data as needed to facilitate vehicle repairs, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.
11. Due to the type of repairs requested, some work may be sublet.
12. The Service Center is authorized to deliver the vehicle or any of its contents to the person presenting this receipt.

Lucid Genuine Spare Parts and Accessories Limited Warranty

Who Is the Warrantor? The warrantor in accordance with the terms, conditions, and limitations in this Warranty is listed below:

Warrantor	Warranty Region
Lucid USA, Inc. 7373 Gateway Blvd Newark, CA 94560 Phone: 1-888-99 LUCID (1-888-995-8243)	United States
Lucid Motors Canada ULC 1133 Melville St, Suite 2700 Vancouver, BC V6E 4E5 Phone: 1-888-99 LUCID (1-888-995-8243)	Canada

What Is the Warranty Region? The applicable Warranty Region is defined as the North American country (limited to the United States and Canada) where the Lucid genuine spare part or accessory was originally purchased, but excludes that country's associated islands and overseas regions, municipalities, and territories.

Who May Use this Limited Warranty? This Warranty is provided to the original purchaser and subsequent owner(s) of the relevant genuine spare part or accessory during the Warranty Period.

What is the Remedy? The remedy under this Warranty is limited to repair, replacement, or adjustment of defective parts or accessories. **Limitation of Implied Warranties and Incidental and Consequential Damages:** All implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, are limited in duration to the Warranty Period defined herein to the fullest extent allowed by applicable law. This Warranty excludes remedies for incidental or consequential damages. Examples of incidental and consequential damages include, but are not limited to, lost time, lost income or profits, loss of use of your vehicle, diminution in vehicle value, alternative transportation costs, lodging expenses, inconvenience, and aggravation or emotional distress. Some States do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

What is the Warranty Period? Two years from the date of purchase and unlimited miles, except:

- Lucid genuine spare parts and accessories when purchased by the customer and installed on a new vehicle prior to delivery (and included on the new vehicle invoice) are covered by the Lucid New Vehicle Limited Warranty coverage period applicable to that part, and for an accessory: 4 years/50,000 miles (whichever comes first);
- Genuine spare parts installed during a warranty repair are covered for the remaining balance of the Lucid New Vehicle Limited Warranty coverage period applicable to that part.
- Customer must provide proof of date of purchase of the part or accessory.

What Does this Limited Warranty Cover? Warrantor will, without charge, and within a reasonable period of time, repair, replace, or adjust your Lucid genuine spare part or accessory that malfunctions or fails during normal use during the applicable coverage period due to a manufacturing defect in factory-supplied materials or factory workmanship within a reasonable period of time as of your request provided your Lucid genuine spare part or accessory has been properly operated and maintained, and the malfunction or failure was reported to Lucid during the Warranty period. Warrantor may determine at its discretion the method of fixing a malfunctioning or failing part (reparation, replacement, or adjustment with a new, reconditioned, or remanufactured part). If the part or accessory was installed by a Lucid service technician, labor costs for replacement are also covered.

What this Limited Warranty Does Not Cover: Damage reasonably characterized as or caused by any of the following items or actions listed below is not covered under this Warranty:

- Normal wear and tear. Wear and tear is damage or stress that occurs in the course of normal use. It also includes cosmetic damage that does not affect functionality.
- Accidents, collisions, or impacts with external objects.



- External incidents (e.g. theft or vandalism) or outside influence (e.g. weather or environmental factors).
- Applied chemicals or spills.
- Neglect, abuse, misuse, or unreasonable use.
- Use of incompatible devices or accessories.
- Installation, adjustment, alteration, or repair performed by personnel not authorized by Lucid, including adjustment, alteration, or repair which would have otherwise been covered under the Warranty.
- Use for commercial purposes.

Software updates are not considered spare parts or accessories for purposes of coverage under this warranty.

This warranty does not cover tires. Warranty claims must be made directly with the tire manufacturer.

How To Obtain Warranty Service: Notify Lucid within the Warranty Period and bring your genuine spare part or accessory to a Lucid Service Center. A list of Lucid Service Centers may be found on our website at <https://www.lucidmotors.com>. You may also obtain information on warranty performance or schedule service by contacting Lucid Customer Care toll free at 1-(888)-99-LUCID (888-995-8243). Please be ready to provide your VIN and give a description of the problem you are experiencing. Though you are not required to obtain service or repairs at a Lucid Service Center or Lucid-authorized repair facility, coverage under this Warranty may be excluded in the event of improper maintenance, service, or repairs performed by a non-Lucid Service Center or repair facility not authorized by Lucid.

Reservation of Rights: Warrantor reserves the right to make changes in or additions to warranties at any time without incurring any obligation to make the same or similar changes or additions to prior warranties. Warrantor also reserves the right to provide post-warranty repairs, conduct recalls, or extend the Warranty coverage period at the sole discretion of Warrantor, and no such modifications or extensions shall obligate Warrantor to offer or provide other or future modifications or extensions.

Governing Law: The guarantees contained in this Warranty and all questions regarding their enforceability and interpretation are governed by the law of the jurisdiction where the Lucid genuine part or accessory was originally purchased from Lucid.

The only express warranties accompanying the purchase of Lucid parts and accessories are those offered by the Warrantor. **WARRANTOR MAKES NO OTHER EXPRESS WARRANTY ON PARTS AND ACCESSORIES EXCEPT THIS WARRANTY.** Lucid Service Centers disclaim and/or limit all warranties, express and implied, including the warranties of merchantability and fitness for a particular purpose, to the maximum extent permissible by law, in connection with the sale of parts and accessories and/or services and repairs performed. This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

Customer Satisfaction: We take customer satisfaction seriously. If you have any questions or concerns, or are unsatisfied with the service you are receiving, follow these steps: (1) Contact your Lucid Service Representative at your local Service Center. A list of locations is available at: <https://www.lucidmotors.com/locations>. (2) If your inquiry or concern remains unresolved, contact the Sales Manager, Service Manager or Customer Care Manager at customercare@lucidmotors.com, or call 1-888-99 LUCID (1-888-995-8243).

Hazardous Waste Disposal Costs: A separate charge may be assessed to cover costs associated with the handling, management, storage, and disposal of toxic waste or hazardous substances under California and Federal law. Lucid Group USA, Inc. is required by law to charge a nonrefundable \$1 California battery fee and a refundable deposit for each lead-acid battery purchased. A credit of the same amount as the refundable deposit will be issued if a used lead-acid battery is returned at the time of purchase or up to 45 days later along with the Lucid receipt.