



Subject: Unresolved Rearview Camera Issue – Recall RP1056

1 message

Wed, Jul 23, 2025 at 8:40 AM

To: "steve.degrazio@polestar.com" <steve.degrazio@polestar.com>

Cc: [REDACTED]
Debora.Crews@dot.gov

July 19, 2025

Polestar Customer Support / Safety Recall Department
Polestar Automotive USA, Inc.
Steve DeGrazio Head of Quality

Subject: Unresolved Rearview Camera Issue – Recall RP1056
Request for Vehicle Transport to Service Center

Dear Polestar Safety Recall Team,

I am contacting you regarding **Recall RP1056**, which addresses a known defect where the **rearview camera image may fail to display**, increasing the risk of a crash or personal injury while reversing.

Despite having the recall performed, **my vehicle continues to experience the same issue**—the rearview camera image intermittently fails to appear, leaving me with limited visibility when backing up. This unresolved safety concern is both frustrating and dangerous.

I have recently relocated to Hawaii, and I have come to learn that **there are currently no authorized Polestar service centers in the state**. As this is a recall-related safety defect that has not been properly resolved, I **am formally requesting that Polestar cover the cost of shipping my vehicle to the nearest mainland service center** capable of performing the necessary diagnostics and repair.

Please confirm receipt of this request and advise on next steps, including scheduling, logistics, and the process for arranging vehicle transport. Your timely response and assistance in resolving this matter is greatly appreciated.

Sincerely,

[REDACTED]
VIN: [REDACTED]
Polestar Model: POLESTAR 2
Current Location: Maui, Hawaii

[REDACTED]
[REDACTED] Wailuku, Hawaii [REDACTED]
[REDACTED]
[REDACTED]

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Washington, HI

HONOLULU HI 967

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