



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

OFFICE OF DEFECTS INVESTIGATION

ODI RESUME

Investigation: RQ25004
Prompted By: VOQ Review
Date Opened: 07/09/2025
Date: 08/28/2026
Closed:
Investigator: Justin Smith
Reviewer: Matthew Martens
Approver: Tanya Topka
Subject: Loss of rear-view camera image

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Polestar Automotive USA, Inc.
Products: 2021-2025 Polestar 2
Population: 27,816

Problem Description: The rear-view camera display may have visualization issues during a backing event. Failure to display the rear-view image will reduce the driver's visibility in a backing event, increasing the risk of a crash.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	275	CONF	0	0	CONF	0
Crashes/Fires:	0	CONF	0	0	CONF	0
Injury Incidents:	0	CONF	0	0	CONF	0
Number of Injuries:	0	CONF	0	0	CONF	0
Fatality Incidents:	0	CONF	0	0	CONF	0
Number of Fatalities:	0	CONF	0	0	CONF	0

ACTION/SUMMARY INFORMATION

Action: Closing of this Recall Query (RQ)

Summary:

On July 9, 2025, the Office of Defects Investigation (ODI) opened Recall Query (RQ) 25004 to investigate and review the effectiveness of the remedy for Recall 25V-280. Polestar initiated Recall 25V-280 to address shortcomings in the remedy for Recall 24V-477, which intended to address rear camera outage conditions. Consumer complaint traffic reporting rear-view camera outages after receiving the remedy for 25V-280 prompted the RQ opening.

On July 7, 2024, Polestar initiated Recall 24V-477 to address issues with the rear-view camera display in certain Model Year (MY) 2021-2024 Polestar 2 vehicles. According to Polestar, this failure was due to a memory allocation error in the IHU. To address this error, the remedy, provided by an over-the-air (OTA) software update, shortened the retry times of the camera streams and removed the rendering of the map in the driver display during backing events to release the graphic memory for the rear-view camera.

On April 25, 2025, Polestar initiated Recall 25V-280 to address similar issues with the rear-view camera display in certain MY 2021-2025 Polestar 2 vehicles. The recall remedy consisted of an OTA software update intended to correct a synchronization error between the Parking Assist Camera (PAC) and the Infotainment Head Unit (IHU). The updated software would maintain the high-speed signal connection between the PAC and IHU, instead of toggling on and off by request.

ODI has received two hundred seventy-five (275) Vehicle Owner Questionnaires (VOQ) alleging failure of the rear-view camera to display after receiving the remedy for Recall 25V-280. Consumers reported that the rear-view camera failed to display once the vehicle was initially placed in reverse, as well as losing the rear-view image while the vehicle was traveling in reverse. Failure to display the rearview image will reduce the driver's visibility in a backing event, increasing the risk of a crash.

On July 18, 2025, ODI sent Polestar an Information Request (IR) letter requesting data for vehicle production, field incidents, and any modifications related to the backup camera and its software. ODI also requested information pertaining to Polestar's internal assessments, problem resolutions, and their assessment of the alleged defect.

On September 15, 2025, Polestar issued Recall 25V-615, which sought to remedy the failure of Recall 25V-280. Polestar acknowledged that the prior remedy was insufficient and that further engineering analysis would be required for final software development and validation. Polestar worked with its supplier (Volvo) and began validation of the new software in February 2026.

On April 20, 2026, Polestar released the remedy for Recall 25V-615 via an OTA software update. The update provided general stability improvements to the operating system, as well as bug fixes for the rear-view camera. Since the deployment of the 25V-615 remedy, ODI has received only 3 VOQs alleging a rear camera outage, yielding a complaint rate of 0.01% for Recall 25V-615.

ODI assessed the conditions that led to the 25V-280 remedy failures and the countermeasures deployed to prevent recurrence in vehicles that received the remedy for 25V-615. To measure its efficacy, ODI analyzed materials produced by Polestar in its responses to ODI's July 18, 2025, IR letter and additional materials Polestar furnished in response to email requests and a technical meeting in 2026. ODI also reviewed information Polestar provided in response to another IR letter NHTSA sent on March 25, 2026, requesting additional information related to the decision-making process for correcting the remedy failure of Recall 25V-280. On June 10, 2026, at the request of ODI, Polestar presented a technical briefing of the remedy for Recall 25V-615, which included both completion rates and remedy failure counts.

ODI has monitored the remedy for Recall 25V-615 since April 2026 and has observed the failure rate to remain low. ODI is closing this RQ following manufacturer action in the form of Recall 25V-615. The Agency will continue to monitor the remedy and reserves the right to take additional action if warranted by future circumstances. To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).