

STEVE DEGRAZIO – HEAD OF CUSTOMER SERVICE, NORTH AMERICA

February 24, 2021

Subject: Recall R10079

TO: All U.S. and Canadian Service Points

NEW VEHICLES IN RETAILER INVENTORY

It is a violation of federal law for a retailer to deliver any new Polestar that is eligible for a recall. Service Points are advised to check all vehicles in inventory for recall eligibility and repair immediately. Violation of this requirement by a Service Point could result in a civil penalty of up to \$21,000 per vehicle.

Correct all vehicles in your new vehicle inventory before delivery.

USED VEHICLES IN INVENTORY

Polestar is ordering the stop-delivery of affected vehicles in auction and inventory until the recalled item can be repaired.

Stopping the delivery of affected used vehicles until the recall is complete is consistent with Polestar commitment to safety. Additionally, while Federal law does not prohibit the sale of used vehicles with open recalls, the sale of such cars could violate certain state laws and create liability on behalf of the service point.

What does this mean for customers?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

When will this be resolved?

Polestar on behalf of Polestar Performance AB, have decided to launch Recall R10079 on certain model year 2021 Polestar 2 vehicles.

Polestar has identified that there is a risk of a micro-processor reset in the Battery Energy Control Module (BECM) which may cause the High Voltage contactors to open during driving. During driving, without any initial warning, there may be a risk that the high voltage system becomes unintentionally disconnected.

Worst case scenario is loss of propulsion during driving leading to increased risk of crash and injury. Full steering and brake capability remain.

The corrective action is to perform a Software Upgrade. The corrective action is to perform a Software Upgrade. Either an authorized Polestar Service Point or an over-the-air (“OTA”) update will update the software.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10079 Polestar 2 Software Update" will appear for eligible vehicles, F4+History from the main Inquiry menu must be selected to confirm Recall R10079 has not been completed. Eligibility can also be confirmed in TIE.
- Recall R10079 eligible vehicles not yet delivered to end customers must be corrected prior to delivery.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaigns or Service Action repairs must be completed.

OWNER NOTIFICATION

An owner notification letter will be sent out that will notify the owner of this recall instructing them to contact their Polestar Service Point and request an appointment to have this repair completed, if they choose not to accept the over-the-air download.

PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed.

PARTS / PARTS RETURN

Please refer to Parts Bulletin R10079 which will be released shortly.
No parts are required to be returned for this recall.

CLAIM SUBMISSION

A Quality Bulletin will be released shortly. Please refer to the claim submission information in the Quality Bulletin.

SERVICE POINT RESPONSIBILITIES

Service Point must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

If you have questions about this recall or any other field service action, please contact me or any member of Customer.

Your cooperation in completing this important recall is greatly appreciated.

Best regards,



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