

STEVE DeGRAZIO – HEAD OF CUSTOMER SERVICE & QUALITY, NORTH AMERICA

September 1, 2021
Subject: Recall R10112
TO: All U.S. 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 \$22,723 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 R10112 on certain model year 2021 Polestar 1 vehicles.

Polestar investigations have identified that there may be a risk that certain seat belts with the Automatic Locking Retractor (ALR) have not been produced according to specifications and may result in early deactivation of locking feature used to tightly secure a child restraint system/seat.

The subject seat belt assemblies have a feature that converts the retractor from an emergency locking retractor (ELR) to an automatic locking retractor. The seat belts convert to the ALR mode after the webbing has been fully withdrawn from the retractor. The system is designed so that as the seat belt is released into the retractor, the ALR function remains active so a child restraint seat can be tightly secured. However, in certain seat belt assemblies the ALR function deactivates early before the webbing is fully retracted.

This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats. This only affects the functionality of the right front seat belt when used to secure a child restraint seat using the seat belt.

With child restraint seats, which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

To remedy the concerned vehicles, Polestar needs to inspect and perform a functionality test. If necessary, the affected seat belt will be replaced with a seatbelt assembly that contains ALR levers that were manufactured according to production specifications.

A total of two (2) U.S. vehicles are eligible for this recall. Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10112 Polestar 1 Seat Belt Retractor" will appear for eligible vehicles, F4+History from the main Inquiry menu must be selected to confirm Recall R10112 has not been completed.
- Recall R10112 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.

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 R10112 which will be released shortly. We **STRONGLY RECOMMEND** you **DO NOT ORDER** replacement parts until the vehicle has been inspected and checked. Due to very low predicted failure rate and parts availability, as well as multiple part numbers dependent on Model, Model Year, Seat Belt Color and Seat Belt Position, **DO NOT ORDER** any parts before the confirmed faulty ALR.

REPLACED PARTS WILL BE REQUESTED TO BE SENT BACK TO TMA FOR TESTING/ANALYSIS. Information will be made available on QB/Parts Bulletin.

CLAIM SUBMISSION

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

SERVICE POINT RESPONSIBILITIES

The 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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