

# Polestar

## SAFETY RECALL NOTICE

POLESTAR AUTOMOTIVE USA  
PO Box 3431, Highland Park, MI 48203

PRESORT  
FIRST-CLASS  
U.S. POSTAGE  
**PAID**  
POLESTAR  
AUTOMOTIVE



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LPS3D3KA6ML666666 R10079040821 527431-01

Polestar Owner  
12345 Main St.  
Any City, US 12345-6789



### IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
with Federal Law



**NHTSA RECALL 21V-110**

April 23, 2021

### IMPORTANT SAFETY RECALL

**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: LPS3D3KA6ML666666**

Dear Polestar Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Polestar Performance AB has decided that a defect which relates to motor vehicle safety exists on certain model year 2021 Polestar 2 vehicles.

#### The reason for Recall R10079:

Polestar Performance AB investigations has identified that there is a risk of a software problem that could cause the Battery Energy Control Module (BECM) to reset. This can cause the High Voltage system to disconnect while driving. If this happens, there could be a sudden loss of power to the wheels. Full steering and brake capability remain.

A loss of power to the wheels could increase the risk of a crash or serious injury.

#### What should you do now?

The corrective action is to take your vehicle to an authorized Polestar Service Point or an over-the-air “OTA” download will update the software at no cost to you. (You may have already downloaded and installed the newest software. If that is the case, you do not need to take further action. If you are unsure if your vehicle has received and installed the software download, you may contact Polestar Customer Support.)

This procedure will be completed at no cost and can take up to one hour to complete, however due to service scheduling your Polestar Service Point may require your vehicle for a longer period.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information in this letter.

Polestar Automotive USA Inc.  
777 MacArthur Blvd  
Mahwah, NJ 07430  
polestar.com

***Please contact:***

If you have any questions, please contact Polestar Customer Support:

777 MacArthur Blvd.  
Mahwah, NJ 07430

Or by phone at 1-800-806-2504, Monday – Friday, 9:00 am to 8:00 pm. You may also contact us by going to <http://www.polestar.com/us/contact> .

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge, and within a reasonable period of time you may contact the NHTSA Administrator at:

National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE.  
Washington, DC 20590

Or you can call the toll-free Vehicle Safety Hotline at 1-800-327-4236 (TTY: 1-800-424-9153). You may also go to their website, <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

To learn more about Polestar safety recalls, visit us at:

<https://www.polestar.com/us/recall-information/>

Thank you for being a member of the Polestar family. We hope you will appreciate our efforts to continually provide you with updated information of importance to your safety and the quality of your Polestar 2 vehicle.

Sincerely,



Steve DeGrazio  
Head of Customer Service, North America  
201-981-7066  
[Steve.degrazio@polestar.com](mailto:Steve.degrazio@polestar.com)