

Polestar A. Owner  
13245 Main St.  
Any City, US 12345-6789



October 25, 2021

**NHTSA RECALL 21V-683**

**IMPORTANT SAFETY RECALL**  
**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN [REDACTED]**

Dear Polestar A. 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 certain 2021 Polestar 1 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 208 "Occupant Crash Protection".

**The reason for Recall R10112:**

Polestar Performance AB 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 The seat belts convert to the ALR mode after the webbing has been fully withdrawn from the retractor.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.

**Recall action: R10112:**

The corrective action is 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, **free of charge**.

Please contact your authorized Polestar Service Point to schedule an appointment for the repair to be completed.

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.

***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 1 vehicle.

Sincerely,



Steve DeGrazio

Head of Customer Service & Quality, North America

201-981-7066

[Steve.degrazio@polestar.com](mailto:Steve.degrazio@polestar.com)

Polestar Automotive USA Inc.  
777 MacArthur Blvd  
Mahwah, NJ 07430  
[polestar.com](http://polestar.com)