

Polestar

VIN: VINXXXXXX

Dear

Polestar Performance AB has decided that a defect which relates to motor vehicle safety exists on certain 2021 Polestar 2 vehicles due to a micro-processor reset in the Battery Energy Control Module (BECM).

Polestar has identified that there is a risk of a micro-processor reset in the Battery Energy Control Module (BECM) which unintentionally may cause the High Voltage contactors to disconnect during driving. If this happens there could be a sudden loss of power to the wheels.

This important software update for your Polestar 2 is ready. It will be released as an Over-The-Air (OTA) update which we are now rolling out incrementally in batches and you will soon receive the new software directly in your car. It may take up to two weeks before you receive the notification in the car.

The latest update, first and foremost, addresses Recall R10079 which means you should please download the update as soon as possible. Of course, if you prefer to visit a Polestar Service Point or have issues with the installation, your nearest service point will be able to apply the update for you. You should quote the Recall R10079.

Please note that you will also receive a “recall notice” in the mail or by email.

With this update we are also addressing a few improvements to your car that will improve your experience. Refer to the release notes below for a full list of the upgrades.

Kind regards,
Polestar

The update process is as follows:

Download: while using the car

1. The software package will download automatically in the background whenever you are driving the car. The package is quite large and may take some time – up to two hours in total. There is no cost involved. If you stop driving before the download is complete, it will automatically resume the next time you drive.

Installation: while not using the car

2. Once the download is complete, your car will notify you that the installation is ready the next time you start the car and provide full instructions on what to do. A minimum charge level of 40% is required in order to run the installation.
3. You will have the option to start the installation immediately, or later, which will dismiss the notification. You will find it again by swiping down from the top of the screen to access notifications.
4. The installation will take approximately 90 minutes and you will not be able to use the car during the update.
5. You should not charge the car during this specific installation.
6. A successful installation will result in a success message shown on your centre display.
7. If for any reason the installation is not successful, the car will report the reason. If necessary, please contact Polestar Support for advice. If you are not able to retry installation right away, simply dismiss the notification and you will be able to drive as normal. You will be able to retry the installation at another time by accessing the notification tray by swiping down from the top of the screen.

Release notes for software update: P2108.3

- Recall R10079
- Android 10 (Q)
- Admin privileges for vehicle profiles: Allows profile owner to do factory reset
- Harman Kardon premium audio: Enhanced surround sound
- Radio: FM/DAB linking for seamless listening experience (NOTE: radio favorites will be erased and need to be reprogrammed)
- Climate timers: stability improvements
- 360 camera: Quality and stability improvements
- Bluetooth: Phone favourite contacts now sync with the car; general quality and stability improvements
- Owner's manual: Quality improvements
- Connected Safety: Cloud-based safety information shared between Polestar and Volvo vehicles that helps improve driving safety by warning other drivers of potential hazards
- Range improvements
- DC charging: Incremental speed improvements
- AC charging: Stability improvements

Your continued satisfaction with your Polestar 2 is of highest importance to us.

If you no longer own the vehicle, please help us to update our records by contacting Polestar Support.

To learn more about Polestar safety recall, visit us at: <https://www.polestar.com/us/recall-information/>

Questions?

Take a look at our Support site for frequently asked questions or contact Polestar Support.

Support site →

Contact Polestar Support →

This is an automatically generated message.

Please do not reply. If you have any questions, contact us [here](#).



Contact

FAQ

Privacy Policy

Unsubscribe

Polestar

777 MacArthur Blvd

Mahwah, NJ 07430

United States

+1 800 806 2504