

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

January 31, 2023

NHTSA RECA 22V-926

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: LPSBE0YL6LB000210

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 2020-2021 Polestar 1 vehicles.

The reason for Recall R10202:

Polestar Performance AB investigations have shown a potential issue with the high-voltage battery in certain PHEV vehicles due to a manufacturing defect, potentially leading to overheating of the battery cells when the battery is fully charged.

There is a potential risk of a fire when the battery is fully charged.

What should you do now?

Take your vehicle to an authorized Polestar Service Point and as an interim solution, a software update will be installed, at **no cost to you**, to the vehicle to minimize the risk and to ensure that the vehicle can be charged as normal. This software update will be an interim solution to prevent the battery to be fully charged, with a reduction of electric driving range as a result, but it does not affect the normal operation of the engine.

This interim solution will be completed at **no cost to you** 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.

The interim solution (the software download) will satisfy the requirements of Recall R10202. The final solution will be a hardware replacement. When parts become available, Polestar will send you a follow-up letter to schedule a repair, at **no cost to you**, and update the software once again to bring the electric driving range back to 100%.

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, 8:00 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 1-888-327-4236 (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 I vehicle.

Sincerely,



Steve DeGrazio
Head of Quality, Car Service & Repair Experience, North America
201-981-7066
Steve.degrazio@polestar.com