

Quality Bulletin

TITLE:

**Recall R10202: PHEV Battery
Model Year 2020-2021 Polestar 1**

GROUP: 31	NO: R10202	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2022-12-16	STATUS DATE: 2022-12-16
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A. **RECALL R10202 DESCRIPTION**

Polestar Automotive USA on behalf of Polestar Performance AB, have decided to launch Recall R10202 on certain model year 2020 - 2021 Polestar 1 vehicles.

Polestar investigations have shown a potential issue with the high-voltage battery in a limited number of 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.

To remedy concerned vehicles, Polestar will as an interim solution, download a software update 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.

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The permanent remedy is to replace all defective hardware. Polestar is now preparing a corrective action for the affected vehicles and the customers will be notified when parts are available through a second Recall. Polestar estimates the start date for repairs to begin at the end of quarter 2, 2023.

WHAT SHOULD YOUR CUSTOMERS DO NOW?

We have no reports of incidents related to the issue; however, we encourage customers to contact their Service Point and have this repair completed as soon as possible.

B. VEHICLES INVOLVED

NOTE: SERVICE POINT MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall R10202 PHEV Battery” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10202 has not been completed. Eligibility can also be confirmed in VIDA.

All vehicles must be checked for any incomplete Recalls, Service Campaigns, or Service Upgrades. All open Recall, Service Campaigns or Service Action repairs must be completed.

C. PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed as outlined in Step B. above.

D. PARTS / PARTS RETURN

Please refer to Parts Bulletin R10202. No parts to be returned required for this recall.

E. OWNER NOTIFICATION

An owner notification 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.

F. VEHICLES IN INVENTORY

New Vehicles in 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 dealer inventory until the recalled item can be repaired. Stopping the delivery of affected used vehicles until the recall is complete is consistent with our commitment to safety.

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What does this mean for customers?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

G. SERVICE POINT RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 – Certified Tech.

I. REIMBURSEMENT PROCEDURES & ALLOWNACE

Recall R10202 claims should be submitted using the LONG FORM application only.

Claim Type: R10202
Cause Code: 02
CSC Code: XW
Main OP: 99941-3

Failed Part No: 32397350 (BECM 80% fix)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
99940-2	Software update acc. To QB	1	Polestar 1	0.5
99941-3	Software update acc. To QB	1	Polestar 1	0.2

IMPORTANT NOTE: Software should be downloaded in this order:

1. Total Upgrade.
2. BECM 80% fix.

*Labor times provided are current at the time of release and are subject to change: Claims will be paid at the time in effect on the repair date.