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July 12, 2023

Subject: Recall R10245

TO: All U.S. and Canadian Sales and Service Points

NEW VEHICLES IN RETAILER INVENTORY

It is against Polestar policy 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. All vehicles in your new vehicle inventory must be corrected/updated before delivery.

USED VEHICLES IN INVENTORY

Polestar is ordering the stop-delivery of affected vehicles in auction and inventory until the recalled item can be repaired.

Stopping the delivery of affected used vehicles until the recall is complete is consistent with Polestar commitment to safety.

What does this mean for customers?

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

When will this be resolved?

Polestar Automotive USA on behalf of Polestar Performance AB, have decided to launch Recall R10245 on certain model year 2023 Polestar 2 vehicles.

Polestar investigations have shown a potential issue with the front left ball joint connecting the front lower control arm (FLCA) with the steering knuckle may have been installed incorrectly.

As a result, if the FLCA disconnects from the steering knuckle while driving, the vehicle's maneuverability may be reduced, increasing the risk of a crash.

To remedy concerned vehicles, Polestar will inspect the front left ball joint to ensure that the fastening bolt connecting the FLCA to the steering knuckle is installed correctly and change the fastening bolt if necessary.

A total of 3 U.S. and 18 Canadian Vehicles are eligible for this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall R10245 Ball Joint" will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10245 has not been completed. Eligibility can also be confirmed in VIDA.
- Recall R10245 eligible vehicles not yet delivered to end customers must be corrected prior to delivery.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaigns or Service Action repairs must be completed.

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 Inspection completed.

PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed.

PARTS / PARTS RETURN

Please refer to Parts Bulletin R10245 which will be released shortly.
No parts are required to be returned for this recall.

CLAIM SUBMISSION

A Quality Bulletin will be released shortly. Please refer to the claim submission information in the Quality Bulletin.

SERVICE POINT RESPONSIBILITIES

Service Point must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

If you have questions about this recall or any other field service action, please contact me or any member of Customer Support.

Your cooperation in completing this important recall is greatly appreciated.

Best regards,



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