

Polestar

SAFETY RECALL NOTICE

POLESTAR AUTOMOTIVE USA
PO Box 3431, Highland Park, MI 48203

PRESORT
FIRST-CLASS
U.S. POSTAGE
PAID
POLESTAR
AUTOMOTIVE



1

[REDACTED]
Volvo A. Owner
13245 Main St.
Any City, US 12345-6789
[REDACTED]

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
with Federal Law



June 26, 2023

NHTSA RECALL 23V-361

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: [REDACTED]

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 R10216:

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?

You have received a previous Recall notification (R10202) informing you to bring your vehicle into a Polestar Service Point for an interim software upgrade. The final service solution is now available. This final service solution will be completed at **no cost to you**. The corrective action is to take your vehicle to an authorized Polestar Service Point and replace the high-voltage battery and update the software once again to bring the electric driving range back to 100%.

The final service solution can take up to three (3) days to complete, however due to service scheduling your Polestar Service Point may require your vehicle for a longer period.

If you had previously paid for this repair to be performed, prior to receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to the Polestar Customer Support information in this letter.

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 <https://www.polestar.com/us/polestar-support>.

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 1 vehicle.

Sincerely,



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