

# Quality Bulletin

TITLE:

**Recall R10245: Ball Joint  
Model Year 2023 Polestar 2**

<b>GROUP:</b> 61	<b>NO:</b> R10245	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2023-07-17	<b>STATUS DATE:</b> 2023-07-17
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### A. **RECALL R10245 DESCRIPTION**

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.

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## **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 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.

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 R10245.

## **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 \$26,315 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.

### **What does this mean for customers?**

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

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## 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 Technician.

## I. REIMBURSEMENT PROCEDURES & ALLOWNACE

Recall R10245 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10245  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99921-2

**Failed Part No:** 30746632 (Screw)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
99921-2	General reimbursement acc. to TJ/QB (Inspection)	1	Polestar 2	0.1
97918-2	Screw wheel spindle acc. to QB (Replacement)	1	Polestar 2	0.2

**\*Please note that 99921-2 is to be used for the inspection and 97918-2 is to be used for changing the fastening bolt if necessary.**

**\*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.**