

Part 573 Safety Recall Report

24V-477

Manufacturer Name : Polestar Automotive USA, Inc.

Submission Date : JUL 08, 2024

NHTSA Recall No. : 24V-477

Manufacturer Recall No. : RP1016



Manufacturer Information :

Manufacturer Name : Polestar Automotive USA, Inc.

Address : 1 Volvo Drive
ROCKLEIGH NJ 07647

Company phone : 999

Population :

Number of potentially involved : 25,825

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2024 Polestar Polestar 2

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : Within the production dates described potentially all vehicles have this condition. However, if the vehicle is equipped with software version P3.1.9 or higher those vehicles are not impacted by this recall action. This recall affects MY 2021-2024 Polestar 2 vehicles.

Production Dates : JUL 09, 2020 - JAN 19, 2024

VIN Range 1 : Begin : YVVED3KA7MM000084 **End :** YSMFG3KA5RL247379 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Federal Motor Vehicle Safety Standard ("FMVSS") No. 111 requires that the rear visibility system defaults to the rearview image being visible and meet the requirements of FMVSS No. 111 at the beginning of each backing event.

Polestar has identified that the rear camera may have limited visualization, be inoperative, or function incorrectly when reverse gear is engaged, thereby affecting the driver's rear visibility capability in a backing event.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : If the warning or lack of camera image in the center display is not paid notice, limited visualization of the rear camera will affect the driver's rear visibility in a backing event, increasing the risk of a collision.

The vehicle operator may continue to drive in reverse gear by performing a visual check over the shoulder and using the side view mirrors. To minimize

the risk of a collision, each Polestar 2 is equipped with audible park assist warnings, Cross Traffic Alert, and the automatic brake intervention system.

Description of the Cause : Polestar has identified that during the backing event, the graphical memory allocation process within the infotainment head unit (IHU) may cause a limited visualization in the rear camera view.

Identification of Any Warning that can Occur : During the backing event, in case an image cannot be provided, the center display will show "Camera is temporarily unavailable".

Involved Components :

Component Name 1 : Infotainment Head Unit (IHU) software

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Polestar AB

Address : Assar Gabrielssons Vag 9
Göteborg Foreign States 405 31

Country : Sweden

Chronology :

- On March 9, 2021, Polestar received the first customer complaint.
- On May 14, 2024, Polestar received questions from NTHSA.
- On May 15, 2024, Polestar performed a deep dive in customer inputs in US.
- On June 20, 2024, Polestar decided the condition as critical concern.
- On June 25, 2024, Polestar decided to conduct a voluntary safety recall.
- On July 1, 2024, the updated software is available in VIDA.

Please note that Polestar reviewed the field reports/complaints and determined that the rear camera system performance did not meet the requirements of FMVSS 111, specifically for the following:

- S5.5.3 Response time. The rearview image meeting the requirements of S5.5.1 and S5.5.2, when tested in accordance with S14.2, shall be displayed within 2.0 seconds of the start of a backing event.
- S5.5.5 Deactivation. The rearview image meeting the requirements of S5.5.1 and S5.5.2 shall remain visible during the backing event until either, the driver modifies the view, or the vehicle direction selector is

removed from the reverse position.

- S5.5.6 Default view. The rear visibility system must default to the rearview image meeting the requirements of S5.5.1 and S5.5.2 at the beginning of each backing event regardless of any modifications to the field of view the driver has previously selected.
- Based on the above information, Polestar determined that a non-compliance did indeed exist.

Description of Remedy :

Description of Remedy Program : Polestar will release a software update to minimize the Infotainment Head Unit (IHU) graphical rendering issue, by shortening the retry times of the camera streams, as well as removing the rendering of the map in the driver display during backing events to release the graphic memory for rear view camera. The corrective action is to perform a software update P3.1.9. This software update can be completed remotely via an Over-the-Air update.

Polestar has released an over-the-air IHU software update, free of charge. Owner notification letters are expected to be mailed August 15, 2024. Owners may contact Polestar customer service at 1-800-806-2504 or at <http://www.Polestar.com/us/contact>. Polestar's number for this recall is RP1016. Please note that if customers had previously paid for this repair to be performed to address the rear camera operational functionality, and prior to receiving this letter, the customers may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Therefore, the customers will be instructed to forward a copy of the repair order, proof of payment, and proof-of ownership to Polestar customer service for reimbursement consideration. The repair order must show that the customer previously paid for a software upgrade related to the rear camera operational functionality. Only software and labor costs will be reimbursed under the terms of this recall. Additional charges which may be listed on the repair order for other services will not be included in the reimbursement.

How Remedy Component Differs from Recalled Component : Vehicles with P3.1.9 will have the improved Infotainment head unit (IHU) software.

Identify How/When Recall Condition was Corrected in Production : Vehicles after production date 2024/07/19 will have the revised P3.1.9 software.

Recall Schedule :

Description of Recall Schedule : Remedy Notices

Planned Dealer Notification Date : JUN 26, 2024 - JUN 26, 2024

Planned Owner Notification Date : AUG 15, 2024 - AUG 15, 2024

* NR - Not Reported