

STEVE DEGRAZIO – HEAD OF QUALITY

June 26, 2024

Subject: Recall RP1016

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 RP1016 on certain model year 2021-2024 Polestar 2 vehicles.

Polestar has decided to perform a non-compliance safety recall on certain model year 2021 – 2024 Polestar 2 vehicles equipped with rear view camera in the US and Canada. 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. Therefore, there is a non-compliance with the requirements of both the Federal Motor Vehicle Safety Standards (FMVSS) 111 in the US and the Canadian Motor Vehicle Safety Standards (CMVSS) 111 in Canada.

The corrective action is to perform a software update. This software update can be completed remotely via an Over-the-Air update. **Please note that no action is needed if the vehicle is equipped with software version P3.1.9 or higher. Please ensure to check software level of the vehicle prior to performing this software update.**

A total of 25,825 U.S. and 6,085 Canadian Vehicles are eligible for this recall.

NOTE:

- **P3.1.9 IS NOW AVAILABLE IN THE PDS SOFTWARE.**
 - **VIDA SOFTWARE WILL BE AVAILABLE JULY 1st, 2024.**
 - **OTA WILL BE AVAILABLE THE WEEK OF JULY 8th, 2024.**
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Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall RP1016 Rear Camera" will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall RP1016 has not been completed. Eligibility can also be confirmed in VIDA.
- Recall RP1016 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 that a software update will be made available and can be performed remotely through an Over-the-Air update. The software update will automatically be deployed to the concerned vehicle, and the customer will be notified once the update is available for download. However, a service point will be able to download the software to the concerned vehicle free-of-charge if the customer chooses to do so, or if the customer has not received the Over-the-Air update, they will be instructed to contact the nearest Polestar Service Point to schedule an appointment.

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 RP1016 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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