

STEVE DEGRAZIO – HEAD OF QUALITY

October 18, 2024

Subject: Recall RP1043: PS3 HLCM Damage

TO: All U.S. 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, has decided to launch Recall RP1043 on certain model year 2025 Polestar 3 vehicles.

Polestar investigations has determined that one of the two steps in the High to Low Converter Module (HLCM) process is not working properly, which is causing the system's maximum ability to convert energy to be reduced.

As a result, loss of propulsion may occur, increasing the risk of a crash.

To remedy the concerned vehicles, Polestar will replace the HLCM.

A total of 2 U.S. vehicles are affected by this recall.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall RP1043 PS3 HLCM Damage" will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall RP1043 has not been completed. Eligibility can also be confirmed in VIDA.
- Recall RP1043 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 early-February.

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 RP1043 once available.

CLAIM SUBMISSION

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

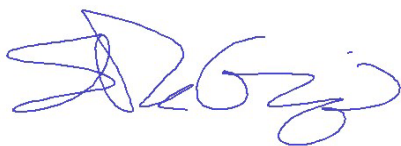
SERVICE POINT RESPONSIBILITIES

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,



Steve DeGrazio
Head of Quality
201-981-7066
Steve.degrazio@polestar.com