

Polestar

SAFETY RECALL NOTICE

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

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

[REDACTED]

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



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IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
with Federal Law



NHTSA RECALL 24V-477

August 9, 2024

IMPORTANT SAFETY RECALL

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

NHTSA Recall No. 24V-477

Dear Polestar Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The reason for Recall RP1016:

Polestar Performance AB has decided that certain model year 2021 to model year 2024 Polestar 2 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility."

Polestar has identified that the rear camera view 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 increasing the risk of a crash.

What should you do now?

The remedy, which will be free-of-charge to you, will be to perform a software upgrade to your Polestar vehicle.

The software update can be performed remotely through an Over-the-Air update, which means you do not have to visit a service point to complete this action. The software update will automatically be deployed to your vehicle, and you will be notified once the update is available for download.

However, a service point will be able to download the software to your vehicle free-of-charge if you chose to do so, or if you have not received the Over-the-Air update, please contact your Polestar Service Point to schedule an appointment for the software download which may take up to one (1) hour to complete. Please note due to service scheduling your Polestar Service Point may require your vehicle for a longer period.

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.

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 and reference recall action RP1016.

Please contact:

If you have any questions, please contact Polestar Customer Support:

933 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 <http://www.polestar.com/us/contact>.

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: 1-888-275-9171). 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 2 vehicle.

Sincerely,



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