

# Polestar

## SAFETY RECALL NOTICE

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

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



1

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



### IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
with Federal Law



NHTSA RECALL 24V-940

January 20, 2025

### IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN:

**NHTSA Recall No. 24V-940**

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 RP1043:

Polestar Performance AB has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2025 Polestar 3 vehicles.

Polestar investigations have identified 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.

#### What should you do now?

The remedy, which will be free-of-charge to you, will be to replace the HLCM.

Please contact your Polestar Service Point to schedule an appointment for the repair to be completed which may take up to one (1) day 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 RP1043.

**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/support/>.

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 3 vehicle.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Steve DeGrazio', is written over a light blue circular stamp or watermark.

Steve DeGrazio  
Head of Quality  
201-981-7066  
[Steve.degrazio@polestar.com](mailto:Steve.degrazio@polestar.com)