

Quality Bulletin

TITLE:

**Recall RP1016: Rear Backup Camera
Model Year 2021-2024 Polestar 2**

GROUP:

30

NO:

RP1016

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States and Canada

REVISIONS:

ISSUE DATE:

2024-06-28

STATUS DATE:

2024-07-01

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BULLETIN REFERENCE

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A. RECALL RP1016 DESCRIPTION

Polestar Automotive USA Inc., 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.

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NOTE:

- **P3.1.9 IS NOW AVAILABLE.**
- **VIDA SOFTWARE WILL BE AVAILABLE JULY 1st, 2024.**
- **OTA WILL BE AVAILABLE THE WEEK OF JULY 8th, 2024.**

WHAT SHOULD YOUR CUSTOMERS DO NOW?

We have no reports of incidents related to the issue; however, we encourage customers to contact their Service Point and have this repair completed as soon as possible.

B. VEHICLES INVOLVED

NOTE: SERVICE POINT MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

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.

All vehicles must be checked for any incomplete Recalls, Service Campaigns, or Service Upgrades. All open Recall, Service Campaigns or Service Action repairs must be completed.

C. PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed as outlined in Step B. above.

D. PARTS / PARTS RETURN

Please refer to Parts Bulletin RP1016.

E. 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.

F. VEHICLES IN INVENTORY

New Vehicles in Inventory

It is a violation of federal law 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. Violation of this requirement by a Service Point could result in a civil penalty of up to \$22,723 per vehicle.

Correct all vehicles in your new vehicle inventory before delivery.

Used Vehicles in Inventory

Polestar is ordering the stop-delivery of affected vehicles in auction and dealer inventory until the recalled item can be repaired. Stopping the delivery of affected used vehicles until the recall is complete is consistent with our 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.

G. SERVICE POINT RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Level 1 Technician.

I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall RP1016 claims should be submitted using the LONG FORM application only.

Claim Type: RP1016
Cause Code: 02
CSC Code: XW
Main OP: 99942-2

Failed Part No: 32292674 (Total Upgrade)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
99942-2	Software downloading acc. to QB	1	Polestar 2	0.3

***Labor times provided are current at the time of release and are subject to change: Claims will be paid at the time in effect on the repair date.**