

Quality Bulletin

TITLE:

**Recall RP1039: PS1 BCM2 Push Rod
Model Year 2020 Polestar 1**

GROUP:

52

NO:

RP1039

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States and Canada

REVISIONS:

ISSUE DATE:

2024-11-27

STATUS DATE:

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A. RECALL RP1039 DESCRIPTION

Polestar Automotive USA and Polestar Automotive Canada on behalf of Polestar Performance AB, have decided to launch Recall RP1039 on certain model year 2020 Polestar 1 vehicles.

Polestar investigations has identified that the bolted rod connecting the brake pedal to the hydraulic unit may have not been assembled correctly at the supplier. The final torque might not be according to manufacturing specification.

As a result, a reduction in brake support functions can occur increasing the risk of a crash.

To remedy the concerned vehicles, Polestar will torque the pushrod screw according to specification.

A total of 6 U.S. and 1 Canadian Vehicles are eligible for this recall.

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Note: There is a special tool required for this repair. However, due to the small population affected by this recall, the tool should only be ordered if needed. The tool needed is a crowfoot adjustable wrench (see below). This tool can be purchased [here](#):

[Amazon \(US\)](#) – Crowfoot adjustable wrench



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 RP1039 PS1 BCM2 Pushrod” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall RP1039 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

No parts bulletin for the repair.
No parts are required to be returned for this recall.

E. OWNER NOTIFICATION

An owner notification will be sent out that will notify the owner of this recall late-December.

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 G1.

I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall RP1039 claims should be submitted using the LONG FORM application only.

Claim Type: RP1039
Cause Code: 02
CSC Code: XW
Main OP: 97568-2
Failed Part No: 9139567 (No parts involved)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97568-2	Push Rod brake pedal, check acc. to QB	1	Polestar 1	0.5

***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.**