

Quality Bulletin

TITLE:

Recall RP1043: Polestar 3 HLCM DAMAGE Model Year 2025 Polestar 3

GROUP:

32

NO:

RP1043

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States

REVISIONS:

ISSUE DATE:

2024-12-18

STATUS DATE:

2024-12-18

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A. RECALL RP1043 DESCRIPTION

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.

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.

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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 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.

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 RP1043.

E. OWNER NOTIFICATION

An owner notification will be sent out that will notify the owner of this recall early-February.

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 \$26,315.00 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 2AE.

I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall RP1043 claims should be submitted using the LONG FORM application only.

Claim Type: RP1043
Cause Code: 02
CSC Code: XW
Main OP: 97573-2
Failed Part No: 36010867 (Inverter, exchange)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97573-2	HLCM replace acc. to QB	1	Polestar 3	10.6
99942-2	Software download acc to QB	1	Polestar 3	0.5
99943-3	Software download acc to QB	1	Polestar 3	0.2

*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.