



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

**1200 New Jersey Avenue SE
Washington, DC 20590**

September 19, 2025

25V615

Vincent D'Auria
Polestar Automotive USA, Inc.
270 Three Point Drive
Ridgeville, SC 29485

Subject: Rearview Camera Image May Not Display

Dear Vincent D'Auria:

This letter serves to acknowledge Polestar Automotive USA, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

POLESTAR/POLESTAR 2/2021-2025

Mfr's Report Date: September 15, 2025

NHTSA Campaign Number: 25V615

Components:

BACK OVER PREVENTION:SOFTWARE

Potential Number of Units Affected: 27,816

Problem Description:

Polestar Automotive USA, Inc. (Polestar) is recalling certain 2021-2025 Polestar 2 vehicles. The rearview camera image may not display when the vehicle is placed in reverse.

Consequence:

A rearview camera image that does not display reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.

Remedy:

Dealers will update the vehicle software, free of charge. Interim letters notifying owners of the safety risk are expected to be mailed November 7, 2025. Additional letters will be sent once the remedy is available, anticipated first or second quarter of 2026. Owners may contact Polestar's customer service at 1-800-806-2504. Polestar's number for this recall is RP1069. Vehicle Identification Numbers (VINs)



involved in this recall will be searchable on [NHTSA.gov](https://www.nhtsa.gov) beginning September 17, 2025. This recall replaces previous NHTSA recalls 24V477 and 25V280. Vehicles previously repaired under those recalls will need to have the new remedy performed.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Polestar Automotive USA, Inc.'s contact for this recall will be Debora Crews who may be reached by email at DEBORA.CREWS@DOT.GOV. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement