

# Part 573 Safety Recall Report

## 25V-280

**Manufacturer Name :** Polestar Automotive USA, Inc.

**Submission Date :** APR 25, 2025

**NHTSA Recall No. :** 25V-280

**Manufacturer Recall No. :** RP1056



### Manufacturer Information :

Manufacturer Name : Polestar Automotive USA, Inc.

Address : 933 MacArthur Blvd.

Mahwah NJ 07430

Company phone : 999

### Population :

Number of potentially involved : 27,816

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2021-2025 Polestar Polestar 2

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The recall population is model year 2021 to 2025 Polestar 2 vehicles from start of production to end of production. Recall products different from products not included in the recall by the production period. This recall affects model year 2021 to 2025 Polestar 2 vehicles.

**Production Dates :** JUL 09, 2020 - NOV 22, 2024

**VIN Range 1 : Begin :** LPSED3KA0ML005990 **End :** YSMFG3KAXRL246549 ☒ Not sequential

### Description of Noncompliance :

**Description of the Noncompliance :** The rear-view camera display may have visualization issues during a backing event.

**FMVSS 1 :** 111 - Rear visibility

**FMVSS 2 :** NR

**Description of the Safety Risk :** Failure to display the rearview image will reduce the driver's visibility in a backing event, increasing the risk of a crash.

**Description of the Cause :** Polestar has identified that there is a synchronization error between the Parking Assist Camera (PAC) and the Infotainment Head Unit (IHU), as well as synchronization error in the video receiving hardware in the IHU.

**Identification of Any Warning that can Occur :** Customers may experience a "Camera is temporarily unavailable" message instead of the rear view when the gear selector is placed in reverse.

### Involved Components :

Component Name 1 : Parking Assist Camera (PAC) Software

Component Description : NR

Component Part Number : NR

Component Name 2 : Infotainment Head Unit (IHU) Software

Component Description : NR

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : Volvo Car Corporation

Address : Gunnar Engellaus Vag 8  
Gothenburg Foreign States 41878

Country : Sweden

### Chronology :

Condition considered as Critical by \*CCMT 2025-04-25; Field Action decision by Polestar 2025-04-25;  
Condition detected by (market TR\*\*, Internal, Inspection, testing) 2025-03-25; Number of technical reports with the condition, reported from PSU 5; Total number of cars included in TRs concerning the condition 6; Implementation date T.B.D.

\*Critical Concern Management team, \*\*Technical Reports

#### Extended Chronology of Events:

- On March 9, 2021, Polestar received the first customer complaint.
- On May 14, 2024, Polestar received questions from NHTSA.
- On May 15, 2024, Polestar performed deep dive in costumer inputs in US.
- On June 20, 2024, Polestar decided the condition as critical concern.
- On June 25, 2024, Polestar decided to conduct a voluntary safety recall.
- On June 28, 2024, Polestar launched the safety recall RP1016 (NHTSA ref. 24V477).
- On July 1, 2024, the updated software was released in VIDA.
- On August 9, 2024, Polestar sent out a safety recall notice to customers.
- On August 15, 2024, Polestar received questions from NHTSA, ODI, regarding 5 VOQ's and the applicability to recall 24V477.
- On February 10, 2025, Polestar received questions from NHTSA, ODI, regarding an additional 13 VOQ's and the applicability to recall 24V477.
- On March 25, 2025, Polestar had a meeting with NHTSA upon request from NHTSA.
- On April 18, 2025, Polestar and NHTSA meeting. Polestar informed NHTSA that an update to the

previous voluntary safety recall (24V477) will be conducted on customer vehicles.

Description of Remedy :

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|--|--|
| Description of Remedy Program :                                  | Polestar will release an additional software update to address the “Camera is temporarily unavailable” symptom. This software will always maintain the high-speed signal connection between the PAC and IHU, instead of toggling on and off by request. It will also add a reset of the IHU video signal receiving hardware in case a synchronization error is detected, instead of just setting an error message. |
| How Remedy Component Differs from Recalled Component :           | New software   |
| Identify How/When Recall Condition was Corrected in Production : | The Polestar 2 is no longer being produced for the US market.  |

Recall Schedule :

|                                    |                             |
|------------------------------------|-----------------------------|
| Description of Recall Schedule :   | Remedy Notices              |
| Planned Dealer Notification Date : | APR 25, 2025 - APR 25, 2025 |
| Planned Owner Notification Date :  | JUN 19, 2025 - JUN 19, 2025 |

\* NR - Not Reported