

Part 573 Safety Recall Report

25V-293

Manufacturer Name : Polestar Automotive USA, Inc.**Submission Date :** MAY 08, 2025**NHTSA Recall No. :** 25V-293**Manufacturer Recall No. :** RP1057**Manufacturer Information :****Population :**

Manufacturer Name : Polestar Automotive USA, Inc.

Number of potentially involved : 3,664

Address : 933 MacArthur Blvd.

Estimated percentage with defect : 100 %

Mahwah NJ 07430

Company phone : 999

Vehicle Information :

Vehicle 1 : 2025-2025 Polestar Polestar 3

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population is model year 2025 Polestar 3 vehicles from start of production to remedy implementation. The recalled vehicles differ from non-recalled vehicles by the introduction of new software. This recall involved model year 2025 Polestar 3 vehicles.

Production Dates : MAR 07, 2024 - APR 23, 2025

VIN Range 1 : Begin : 7SYEA3YB0SG020133 End : YSREE3YBXS004237 ☒ Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The center display does not show the rearview camera image by default each time the gear selector is placed in reverse.

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 : The default view of the rearview camera is not compliant with FMVSS 111.

Identification of Any Warning that can Occur : In cases where the forward motion has not exceeded 10 mph since the last time the gear selector was placed in reverse; the default view is the 3D/360 view and not the rearview image.

Involved Components :

Component Name 1 : 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 2025-05-07; Field Action decision by Polestar 2025-05-07;
Condition detected by (market TR**, Internal, Inspection, testing) 2025-02-10; Number of technical reports with the condition, reported from PSU 0; Total number of cars included in TRs concerning the condition 0; Implementation date 2025-05-07.

*Critical Concern Management team, **Technical Reports

Extended Chronology of Events:

- On February 10, 2025, Polestar received questions from NHTSA, ODI, regarding that they are examining 3 VOQ allegations of backup camera failing to display properly in 2025 Polestar 3 vehicles
- On March 25, 2025, Polestar had a first meeting with NHTSA upon request from NHTSA.
- On May 5, 2025, Polestar and NHTSA meeting. Polestar informed NHTSA that a voluntary safety recall will be conducted on customer vehicles.

Description of Remedy :

Description of Remedy Program : Polestar will release a software update so the center display will show the rearview image by default each time the gear selector is placed in reverse. Please note customer letters will be mailed as well if the customer wishes to have their vehicle repaired by a Polestar dealership/space.

How Remedy Component Differs from Recalled Component : New Software

Identify How/When Recall Condition was Corrected in Production :

Vehicles produced after the remedy implementation will have the corrective software. If the customer had previously paid for this repair to be performed, prior to receiving this letter, the customer may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, please refer to the Polestar Customer Support information in this letter and reference recall action RP1057.

Recall Schedule :

Description of Recall Schedule :

Remedy Notices

Planned Dealer Notification Date : MAY 07, 2025 - MAY 07, 2025

Planned Owner Notification Date : JUL 01, 2025 - JUL 01, 2025

* NR - Not Reported