



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V615

Manufacturer Name: Polestar Automotive USA, Inc.

Submission Date: Sep 15, 2025

NHTSA Recall No.: 25V615

Manufacturer Recall No.: RP1069

Manufacturer Information

Population

Manufacturer Name: Polestar Automotive USA, Inc.

Address: 933 MacArthur Blvd.
Mahwah NJ, 07430

Total number of potentially involved: 27,816

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2021-2025 POLESTAR POLESTAR 2

Product Category: Light Vehicles

Product Type: Passenger Car

Fuel / Propulsion: Electric Battery Power

Production Dates: Jul 09, 2020 - Nov 22, 2024

Number of potentially involved: 27,816

Descriptive Information:

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

Defect / Noncompliance Description

Description of the defect or noncompliance:

The rear-view camera display may have visualization issues during a backing event.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

Failure to display the review image when the gear selector is placed in reverse will reduce the driver's visibility in a backing event, increasing the risk of a crash.

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Description of the cause:

Further analysis and investigation have indicated that the proposed remedy was insufficient. Further engineering analysis is required for a final software development and validation.

Identification of any warning that can occur:

Customer may experience a "Camera is temporarily unavailable" message instead of the rearview when the gear selector is placed in reverse.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Volvo Car Corporation

Address: Gunnar Engellaus Vag 8
Gothenburg Foreign States, 41878

Country: Sweden

Involved Components

Component Name 1: Software

Component Description: Software

Component Part Number: TBD

Chronology

- | | |
|---|------------|
| A. Condition considered as Critical by CCMT* | 2025-09-08 |
| B. Field Action decision by Polestar | 2025-09-11 |
| C. Condition detected by? (market TR**, internal, inspection, testing) | 2025-03-25 |
| D. Number of TR with the condition, reported from PSU? | 3 |
| E. Total number of cars included in TRs concerning the condition? | 5 |
| F. Implementation date: Anticipated by 2026Q1 end (or 2026Q2 beginning) | |

*Critical Concern Management Team, ** technical reports

EXTENDED Chronology of event:

- On March 9, 2021, Polestar received the first customer complaint.
- On May 14, 2024, Polestar received questions from NHTSA.

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- 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.
- On April 25, 2025, Polestar released the 573 related to the safety recall RP1056 (NHTSA ref. 25V280), which addressed the temporarily unavailable message as well as the default view.
- On June 16, 2025, Polestar launched the safety recall RP1056 (NHTSA ref. 25V280).
- On June 16, 2025, the updated software was released in VIDA.
- Subsequent discussions with NHTSA occurred (June 2025).
- On July 18, 2025, NHTSA issued an IR (Information Request) to Polestar for Rear-View Camera and recall effectiveness.
- On August 29, 2025, Polestar submitted partial responses to NHTSA's IR.
- On September 8, 2025, Polestar decided that the condition remains a critical concern after the release of remedies for RP1016 and RP1056 were ineffective.
- On September 11, 2025, Polestar decided to conduct a voluntary safety recall notification.

Related NHTSA Recall Number: 25V280

Description of Remedy

Remedy Type: Software

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Polestar is anticipating a final software solution release at the end of the first quarter of 2026 or the beginning of the second quarter of 2026.

How remedy component differs from recalled component:

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New Software

Identify how/when recall condition was corrected in production:

The Polestar 2 is no longer being produced for the US market.

Reimbursement Plan

Description of reimbursement program:

If the customer had previously paid for this repair to be performed, prior to receiving the customer notification 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 and reference this recall action.

Period of reimbursement:

Costs to be reimbursed:

All costs associated with previously paid repairs to be made for this condition.

Address for reimbursement claims:

Polestar Automotive USA
777 MacArthur Blvd
NJ, 07430

Recall Schedule

Description of recall schedule:

Remedy Notices

Planned Dealer Notification Date: Sep 17, 2025

☐ No Dealers

Planned Interim Owner Notification Date: Nov 07, 2025

☐ No Owners

Planned Remedy Owner Notification Date: Nov 07, 2025

☐ Phased Recall

Date when VIN will be searchable: Sep 17, 2025