

STEVE DEGRAZIO – HEAD OF QUALITY

May 7th, 2025 (UPDATE)

April 25, 2025

Subject: Recall RP1056

TO: All U.S. Sales and Service Points

UPDATE: Please Note Polestar has identified certain Model Year 2023 to 2025 Polestar 2 vehicles have the 3D/360 view and not the rearview camera image. This means the center display does not show the rearview camera image by default, each time the gear selector is placed in reverse.

NEW VEHICLES IN RETAILER INVENTORY

It is against Polestar policy 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. All vehicles in your new vehicle inventory must be corrected/updated before delivery.

What does this mean for customers?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

When will this be resolved?

Polestar Automotive USA, on behalf of Polestar Performance AB, have decided to launch Recall RP1056 on certain model year 2021-2025 Polestar 2 vehicles. (This was our original notification to you. The original notification RP1056 identified that there is a synchronization error between the Parking Assist Camera (PAC) and the Infotainment Head Unit (IHU), as well as a synchronization error in the video receiving hardware within the IHU. As a result, the rear-view camera display may have visualization issues during a backing event. Failure to display the rearview image will reduce the driver's visibility, increasing the risk of a crash.

In today's notification to you we are informing you that we identified certain model year 2023-2025 Polestar 2 vehicles which have the 3D/360 view and not the rearview camera image each time the gear selector lever is placed into reverse. This must be the default view whenever reverse is selected.

To remedy the affected vehicles, Polestar will release an additional software update to address the "Camera is temporarily unavailable" symptom and to have the rearview camera image as default view each time the gear selector lever is placed in reverse.

Important Note: The Quality Bulletin will be released at a later date.

A total of 27,913 U.S. Vehicles are affected by this recall (Original April 25th, 2025 vehicle population for Camera is Temporarily Unavailable. With today's update for model year 2023 to 2025 Polestar 2 vehicles a total of 9,495 (of the 27,913) vehicles are affected for rearview camera image which must default to rearview image each time the gear selector is placed into reverse.

Polestar Automotive USA Inc.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall RP1056 Rear Camera" will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall RP1056 has not been completed. Eligibility can also be confirmed in VIDA.
- Recall RP1056 eligible vehicles not yet delivered to end customers must be corrected prior to delivery.

All vehicles must be checked for any incomplete Recalls, Service Campaigns or Service Actions. All open Recall, Service Campaigns or Service Action repairs must be completed.

OWNER NOTIFICATION

An owner's notification letter will be sent out mid-June/July 2025 that will notify the owner of this recall instructing them to contact their Service Point and request an appointment to have this repair completed free of charge.

PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed.

PARTS / PARTS RETURN

Please refer to Parts Bulletin RP1056 which will be released shortly.
No parts are required to be returned for this recall.

CLAIM SUBMISSION

A Quality Bulletin will be released shortly. Please refer to the claim submission information in the Quality Bulletin.

SERVICE POINT RESPONSIBILITIES

Service Point must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner. As the safety of our customers is our utmost priority, we are taking full responsibility to ensure the highest quality and safety standards for our cars.

If you have questions about this recall or any other field service action, please contact me or any member of Customer Support.

Your cooperation in completing this important recall is greatly appreciated.

Best regards,



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