

STEVE DEGRAZIO – HEAD OF QUALITY

April 25, 2025

Subject: Recall RP1056

TO: All U.S. Sales and Service Points

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.

Polestar has 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.

To remedy the affected vehicles, 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.

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.

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 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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