

STEVE DEGRAZIO – HEAD OF QUALITY

July 14th, 2025 (Update – Scope increased)

June 19th, 2025

Subject: Recall RP1060

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 RP1060 on certain model year 2025 Polestar 3 vehicles.

Polestar has identified that the panoramic glass roof may not be mounted to the body according to specification. There may be residual masking tape present from the factory repaint station.

As a result, the panoramic glass roof may separate from the vehicle which may injure vulnerable road users.

To remedy the affected vehicles, Polestar will remove any residual masking tape and replace the panoramic glass roof.

A total of 32 U.S. Vehicles is affected by this recall. Please see below:

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message "Recall RP1060 PS3 glass roof" will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall RP1060 has not been completed. Eligibility can also be confirmed in VIDA.
- Recall RP1060 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-August 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 RP1060 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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