

STEVE DEGRAZIO – HEAD OF QUALITY

August 26th, 2025

Subject: Recall RP1064

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 RP1064 on certain model year 2025 Polestar 3 vehicles.

Polestar has identified that the hood wing may have been incorrectly attached to the front bumper during manufacturing.

As a result, the hood wing may detach and separate from the vehicle while driving increasing the risk of a crash.

To remedy the affected vehicles, Polestar will inspect the hood wing and if any screws are found to be missing, the hood wing will be replaced, and the missing screws will be installed.

A total of 68 U.S. Vehicles is affected by this recall.

Vehicle eligibility must be confirmed:

- VIDA – Profile the vehicle and confirm RP1064 is included under mandatory claim types.
- Navigate to planning & diagnostics / claim types to see mandatory claim types. See SMB00-033P as a guide.

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-October 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 RP1064 which will be released shortly.

#### **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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