

STEVE DEGRAZIO – HEAD OF QUALITY

November 17<sup>th</sup>, 2025  
Subject: Recall RP1069  
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 RP1069 on certain model year 2021-2025 Polestar 2 vehicles. Polestar has identified that the rear-view camera display may have visualization issues during a backing event.

As a result, failure to display the rearview image will reduce the driver's visibility, increasing the risk of a crash.

To remedy affected vehicles, Polestar is anticipating a final software solution release at the end of the first quarter / beginning of the second quarter of 2026.

**Important Note:** The Quality Bulletin will be released at a later date once the service solution is available.

A total of 27,816 U.S. Vehicles are affected by this recall.

**Vehicle eligibility must be confirmed:**

- VIDA – Profile the vehicle and confirm RP1069 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-November of 2025 that will notify the owner of this recall instructing them that the parts required to remedy this condition is currently not available and that a second notification will be mailed once the service solution is available.

**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 RP1069 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,



Steve DeGrazio  
Head of Quality