

Polestar

SAFETY RECALL NOTICE

POLESTAR AUTOMOTIVE USA
PO Box 3431, Highland Park, MI 48203

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YSMF9999999999999999 RP105620250610 532207-01-EN_1

Volvo A. Owner
13245 Main St.
Any City, US 12345-6789



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
with Federal Law



NHTSA RECALL 25V-280

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YSMF9999999999999999

NHTSA Recall No. 25V-280

DATE: June 20, 2025

Dear Polestar Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The reason for Recall RP1056:

Polestar Performance AB has decided that certain model year 2021 - 2025 Polestar 2 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility."

Polestar has identified that there is a synchronization error between the Parking Assist Camera (PAC) and the Infotainment Head Unit (IHU), which can cause "camera is temporarily unavailable" to display in the center display.

In addition, Polestar has also identified that certain model year 2023-2025 Polestar 2 vehicles will display the 3D/360 view instead of 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.

As a result, failure to display the rearview camera image in both instances will reduce the driver's visibility in a backing event, increasing the risk of a crash.

What should you do now?

Polestar will update the vehicle software, **free of charge**. If your car has software version P3.6.3 or above, then you are not affected by this recall.

Once you receive notification that the corrective software is available, you may update the software remotely via over-the-air update, which means you do not have to visit a Service Point. If you have not received the over-the-air update, please contact your authorized Service Point to schedule an appointment for this recall repair to be completed. This procedure can take up to (1) one hour to complete, however due to service scheduling your Service Point may require your vehicle for a longer period.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information in this letter.

If you had previously paid for this repair to be performed, prior to receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy for the problem associated with this recall. For more information, please refer to the Polestar Customer Support information in this letter and reference recall action RP1056.

Please contact:

If you have any questions, please contact Polestar Customer Support:

777 MacArthur Blvd.
Mahwah, NJ 07430

Or by phone at 1-800-806-2504, Monday – Friday, 9:00 am to 7:00 pm. You may also contact us by going to:
<https://www.polestar.com/us/support/contact/>

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge, and within a reasonable period of time you may contact the NHTSA Administrator at:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.
Washington, DC 20590

Or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171). You may also go to their website, <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

To learn more about Polestar safety recalls, visit us at:
<https://www.polestar.com/us/recall-information/>

Thank you for being a member of the Polestar family. We hope you will appreciate our efforts to continually provide you with updated information of importance to your safety and the quality of your Polestar 2 vehicle.

Sincerely,



Steve DeGrazio
Head of Quality
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Steve.degrazio@polestar.com