

Polestar

SAFETY RECALL NOTICE

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

PRESORT
FIRST-CLASS
U.S. POSTAGE
PAID
POLESTAR
AUTOMOTIVE



1

7SYEA999999999999 RP106020250716 532308-01-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-420

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: 7SYEA999999999999

NHTSA Recall No. 25V-420

DATE: July 25, 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 RP1060:

Polestar Performance AB has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2025 Polestar 3 vehicles.

Polestar investigations have identified that the panoramic glass roof may not be mounted to the body according to specification.

As a result, the panoramic glass roof may separate from the vehicle and injure vulnerable road users, increasing the risk of a crash.

What should you do now?

Polestar will replace the panoramic glass roof, **free of charge**.

This procedure can take up to (1) one day 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 RP1060.

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 3 vehicle.

Sincerely,



Steve DeGrazio
Head of Quality