

# Polestar

## SAFETY RECALL NOTICE

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

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



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



### IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
with Federal Law



NHTSA RECALL 25V-615

## IMPORTANT SAFETY RECALL

**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: LPS3ED3KA0ML000000**

**NHTSA Recall No. 25V-615**

**DATE: June 12, 2026**

Dear Polestar Owner,

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

### **The reason for Recall RP1069:**

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 the rear-view camera display may have visualization issues during a backing event which can cause "camera is temporarily unavailable" to display in the center display.

As a result, failure to display the rearview camera image 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**.

To remedy the affected vehicles, Polestar has released a new software update that addresses the camera issues. The software update is available over the air (OTA) or can be performed at your authorized Service Point.

If you choose not to accept the OTA update on your vehicle, you can still have this software update performed at your authorized service point at no cost. 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 RP1069.

**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