

Quality Bulletin

TITLE:

**Recall RP1056 - Polestar 2 Rearview Camera,
Model Year 2021-2025 Polestar 2**

GROUP: 30	NO: RP1056	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2025-06-18	STATUS DATE: 2025-06-18
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BULLETIN REFERENCE

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A. **RECALL RP1056 DESCRIPTION**

Polestar Automotive USA on behalf of Polestar Performance AB, have decided to launch Recall RP1056 on model year 2021 - 2025 Polestar 2 vehicles.

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

In addition, Polestar has also identified that model year 2023 – 2025 Polestar 2 vehicles with split screen functionality, 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.

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To remedy the affected vehicles, Polestar will release a software update. **Only a retailed car is eligible for claiming Total Upgrade in the QB.** If the vehicle is not retailed a PDS SW upgrade shall be performed instead. This software will also be released via over-the-air (OTA). If the vehicle has P3.6.3 or later then this recall has been satisfied.

A total of 27,913 U.S. and 7,881 Canadian vehicles are affected by this recall.

WHAT SHOULD YOUR CUSTOMERS DO NOW?

We have no reports of incidents related to the issue; however, we encourage customers to contact their Service Point and have this repair completed as soon as possible.

B. VEHICLES INVOLVED

NOTE: SERVICE POINT MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS RECALL.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Recall RP1056 Rearview Camera” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall RP1056 has not been completed. Eligibility can also be confirmed in VIDA.

All vehicles must be checked for any incomplete Recalls, Service Campaigns, or Service Upgrades. All open Recall, Service Campaigns or Service Action repairs must be completed.

C. PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have this recall completed. Vehicle eligibility must be confirmed as outlined in Step B. above.

D. PARTS / PARTS RETURN

Please refer to Parts Bulletin RP1056.

E. OWNER NOTIFICATION

An owner’s notification will be sent out that will notify the owner of this recall early June.

F. VEHICLES IN INVENTORY

New Vehicles in Inventory

It is a violation of federal law 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. Violation of this requirement by a Service Point could result in a civil penalty of up to \$26,315.00 per vehicle.

Correct all vehicles in your new vehicle inventory before delivery.

Used Vehicles in Inventory

Polestar is ordering the stop-delivery of affected vehicles in auction and dealer inventory until the recalled item can be repaired. Stopping the delivery of affected used vehicles until the recall is complete is consistent with our commitment to safety.

What does this mean for customers?

Customers will not be able to take delivery of affected vehicles until the recall has been completed.

G. SERVICE POINT RESPONSIBILITY

All vehicles qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician's competency requirement for this campaign repair is G1.

I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall RP1056 claims should be submitted using the LONG FORM application only.

Claim Type: RP1056
Cause Code: 02
CSC Code: XW
Main OP: 99942-2
Failed Part No: 32292674 (Total Upgrade)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
99942-2	Software update acc To. QB	1	Polestar 2	0.3

*Labor times provided are current at the time of release and are subject to change: Claims will be paid at the time in effect on the repair date.