

Quality Bulletin

TITLE:

**Recall RP1060: Model Year 2025 Polestar 3 Panoramic Glass Roof
Model Year 2025 Polestar 3**

GROUP:

8361

NO:

RP1060

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States

REVISIONS:

ISSUE DATE:

2025-06-27

STATUS DATE:

2025-06-27

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BULLETIN REFERENCE

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A. RECALL RP1060 DESCRIPTION

Polestar Automotive USA, on behalf of Polestar Performance AB, have decided to launch Recall RP1060 on certain model year 2025 Polestar 3 vehicles.

Polestar has identified that the panoramic glass roof may not be mounted to the body according to specification. There may be residual masking tape present from the factory repaint station.

As a result, the panoramic glass roof may separate from the vehicle which may injure vulnerable road users.

To remedy the affected vehicles, Polestar will remove any residual masking tape and replace the panoramic glass roof according to VIDA instruction.

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Important Note: Before mounting the new panoramic glass roof, please perform the following steps:

- Please ensure that all masking tape residue is removed from the body around the roof area.
- Please ensure that all adhesive bead is removed and the body surface is cleaned and primed before reinstallation.

A total of 19 U.S. 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 RP1060 PS3 glass roof” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall RP1060 has not been completed. Eligibility can also be confirmed in VIDA.

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.

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 RP1060.

E. OWNER NOTIFICATION

An owner’s notification letter will be sent out mid-August that will notify the owner of this recall instructing them to contact their Service Point and request an appointment to have this repair completed **free of charge**.

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 RP1060 claims should be submitted using the LONG FORM application only.

Claim Type: RP1060
Cause Code: 02
CSC Code: XW
Main OP: 83702-2

Failed Part No: 32417608 (Panorama roof)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
83702-2	Glass roof replacement	1	Polestar 3	4.8

***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.**