

Quality Bulletin

TITLE:

Recall RP1064: Model Year 2025 Polestar 3 Hood Wing

GROUP:

86

NO:

RP1064

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States

REVISIONS:

ISSUE DATE:

2025-08-26

STATUS DATE:

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A. RECALL RP1064 DESCRIPTION

Polestar Automotive USA, on behalf of Polestar Performance AB, have decided to launch Recall RP1064 on certain model year 2025 Polestar 3 vehicles.

Polestar has identified that the hood wing may have been incorrectly attached to the front bumper during manufacturing.

As a result, the hood wing may detach and separate from the vehicle while driving increasing the risk of a crash.

To remedy the affected vehicles, Polestar will inspect the hood wing and if any screws are found to be missing, the hood wing will be replaced, and the missing screws will be installed.

A total of 68 U.S. vehicles are affected by this recall.

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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:

- VIDA – Profile the vehicle and confirm RP1064 is included under mandatory claim types.
- Navigate to planning & diagnostics / claim types to see mandatory claim types.
See SMB00-033P as a guide.

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 RP1064.

E. OWNER NOTIFICATION

An owner's notification letter will be sent out mid-October 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 RP1064 claims should be submitted using the LONG FORM application only.

Claim Type: RP1064
Cause Code: 02
CSC Code: XW
Main OP: 99921-2
Failed Part No: 40008105 - Panel (hood wing)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
99921-2	General Reimbursement acc. To QB	1	Polestar 3	0.1
97933-3	Screws, front bumper spoiler replace acc. To QB	1	Polestar 3	1.4
97083-2	Sublet QB	1	Polestar 3	

*Claim 99921 only if no screws are missing.

*If the screws are missing, please utilize 99921, 97933 and 97083 (sublet – as needed).

*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.