

# Quality Bulletin

TITLE:

**Recall RP1069: Polestar 2 Rearview camera 2026 update  
Model Year 2021-2025 Polestar 2**

<b>GROUP:</b> 30	<b>NO:</b> RP1069	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2026-04-16	<b>STATUS DATE:</b> 2026-04-16
<b>Page 1 of 3</b>				

## BULLETIN REFERENCE

- A. **RECALL RP1069 DESCRIPTION**
- B. **VEHICLES INVOLVED**
- C. **PORT VEHICLES**
- D. **PARTS INFORMATION/PARTS RETURN**
- E. **OWNER NOTIFICATION**
- F. **VEHICLES IN INVENTORY**
- G. **SERVICE POINT RESPONSIBILITY**
- H. **TECHNICIAN COMPETENCY REQUIREMENT**
- I. **REIMBURSEMENT PROCEDURES & ALLOWANCE**
- J. **CORRECTIVE ACTION**

### A. **RECALL RP1069 DESCRIPTION**

Polestar has decided to recall certain model year 2021 – 2025 Polestar 2 vehicles due to problems with displaying the rearview camera picture. The remedies introduced in previous recalls have proven to be insufficient to solving the issue.

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.

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 P5.0.5 or later then this recall has been satisfied.

A total of 27,816 U.S. and 7,881 Canada vehicles are affected by this recall.

# Quality Bulletin RP1069

## 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.

This software will be released via over-the-air (OTA). Customers should perform this OTA as soon as possible when the cloud notification appears. See the Polestar 2 owner's manual for instructions on enabling and performing the OTA update.

## 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 RP1069 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 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

Part is software only.

Part	Part Description	Qty	Models
32292674	Total Upgrade	1	Polestar 2

## E. OWNER NOTIFICATION

An owner's notification letter will be sent out mid-June of 2026 (however, please note this might happen sooner) that will notify the owner of this recall instructing them that the service solution (software) required to remedy this condition is currently available.

## 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 "Polestar Quality".

### I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Recall RP1069 claims should be submitted using the LONG FORM application only.

**Claim Type:** RP1069  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99942-2  
**Failed Part No:** 32292674 (Total Upgrade)

Operation Number	Repair Description	Qty	Models	Labor Time
99942-2	Software download acc. to QB	1	Polestar 2	0.3

Part	Part Description	Qty	Models
32292674	Total Upgrade	1	Polestar 2

**\*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.**

### J. CORRECTIVE ACTIONS

Download software according to VIDA.

If the vehicle has P5.0.5 or later, then this recall has been satisfied.