

# Quality Bulletin

TITLE:

**Recall R10079: Polestar 2 Software Upgrade  
Model Year 2021 Polestar 2**

|                     |                      |  |  |                                   |
|---------------------|----------------------|--|--|-----------------------------------|
| <b>GROUP:</b><br>30 | <b>NO:</b><br>R10079 | <b>ISSUING DEPARTMENT:</b><br>Product, Safety and Compliance | <b>CAR MARKET:</b><br>United States and Canada |                                   |
| <b>REVISIONS:</b>   |                      |  | <b>ISSUE DATE:</b><br>2021-03-01               | <b>STATUS DATE:</b><br>2021-03-01 |
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### A. **RECALL R10079 DESCRIPTION**

Polestar on behalf of Polestar Performance AB, have decided to launch Recall R10079 on certain model year 2021 Polestar 2 vehicles.

Polestar has identified that there is a risk of a micro-processor reset in the Battery Energy Control Module (BECM) which may cause the High Voltage contactors to open during driving. During driving, without any initial warning, there may be a risk that the high voltage system becomes unintentionally disconnected.

Worst case scenario is loss of propulsion during driving leading to increased risk of crash and injury. Full steering and brake capability remain.

The corrective action is to perform a Software Upgrade. Either an authorized Polestar Service Point or an over-the-air ("OTA") download can be installed with the software update.

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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. Or, accept the OTA update as instructed when prompted to do so.

## 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 R10079 Polestar 2 Software Upgrade” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Recall R10079 has not been completed. Eligibility can also be confirmed in TIE.

All vehicles must be checked for any incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign 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 R10079. No parts to be returned required for this recall.

## E. OWNER NOTIFICATION

An owner notification letter will be sent out that will notify the owner of this recall instructing them to contact their Polestar Service Point and request an appointment to have this repair completed, if they choose not to accept the over-the-air download.

## F. VEHICLES IN INVENTORY

### New Vehicles in Inventory

**It is a violation of federal law for a service point 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 \$21,000 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. Additionally, while Federal law does not prohibit the sale of used vehicles with open recalls, the sale of such cars could violate certain state laws and create liability on behalf of the Service Point.

### What does this mean for customers?

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

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## 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 competency requirement for this campaign repair is: Level 2 – Certified Tech.

## I. REIMBURSEMENT PROCEDURES & ALLOWNACE

Recall R10079 claims should be submitted using the LONG FORM application only.

**Claim Type:** R10079  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97751-2

**Failed Part No:** 32292674

| <u>Operation Number</u> | <u>Repair Description</u>                   | <u>Qty</u> | <u>Models</u> | <u>Labor Time</u> |
|-------------------------|---|------------|---------------|-------------------|
| 97751-2                 | Software downloading according to QB R10079 | 1          | Polestar 2    | 0.7               |

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.