

# Part 573 Safety Recall Report

## 23V-476

**Manufacturer Name :** Polestar Automotive USA, Inc.

**Submission Date :** JUL 12, 2023

**NHTSA Recall No. :** 23V-476

**Manufacturer Recall No. :** R10245



### Manufacturer Information :

Manufacturer Name : Polestar Automotive USA, Inc.

Address : 1 Volvo Drive  
ROCKLEIGH NJ 07647

Company phone : 999

### Population :

Number of potentially involved : 3

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2023-2023 Polestar Polestar 2

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The recall population is determined by the shift duration in which the stand-in operator error occurred. The recall products differ from products not included in the recall by having the Front Left Ball Joint in the correct installed position. The affected products are certain 2023 Polestar 2 Electric vehicles manufactured in the Taizhou plant in China.

**Production Dates :** DEC 27, 2022 - DEC 30, 2022

**VIN Range 1 : Begin :** YSMEG3KA9PL151697 **End :** YSMEG3KA3PL152277 ☒ Not sequential

### Description of Defect :

**Description of the Defect :** Polestar investigations have shown a potential issue with the front left ball joint connecting the front lower control arm (FLCA) with the steering knuckle may have been incorrectly installed.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** There is a risk that the control arm disconnects from the knuckle while driving, increasing the risk of a crash.

**Description of the Cause :** The root cause is a manufacturing error that occurred during production where the front left ball joint may have not been installed in the correct position before fastening the bolt connecting the front lower control arm and the knuckle.

**Identification of Any Warning that can Occur :** The customer will receive no warnings prior. The front lower control arm may separate from the knuckle on the left-hand side. In the event that the control arm disconnects from the knuckle while driving, the vehicle's maneuverability

may be reduced.

### Involved Components :

Component Name 1 : Front Left Ball Joint

Component Description : NR

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : Volvo Car Corporation

Address : Gunnar Engellaus Vag 8

Gothenburg Foreign States 41878

Country : Sweden

### Chronology :

Condition considered as a critical concern by Critical Concern Management Team 2023-07-05; Field Service Action decision confirmed by Polestar 2023-07-07; Condition detected by Internal; Number of vehicle reports with the condition reported from National Sales Company 0; Total number of cars included in vehicle reports concerning this condition 0; Implementation date of Field Service Action 2023-07-10.

Extended Chronology: 2023-06-28 Polestar received a notification from Volvo Cars regarding a potential manufacturing error with the ball joint of the FLCA.

The investigation was escalated according to Critical Concern Action Process (CCAP). The issue was concluded as potentially critical and the Critical Concern Management Team (CCMT) initiated a technical investigation to conclude customer symptom, risk assessment, testing, root cause etc.

On the 2023-07-05 the technical investigation was completed, the CCMT team took the decision to start preparation for a recall as it was judged as an increased risk towards motor vehicle safety.

Description of Remedy :

|  |  |
|--|--|
| Description of Remedy Program :                                  | To remedy concerned vehicles, Polestar will inspect the Front Left Ball Joint to ensure that the fastening bolt connecting the FLCA to the knuckle is installed correctly and change the fastening bolt if necessary.  |
| How Remedy Component Differs from Recalled Component :           | Concerned vehicles are certain 2023 Polestar 2 vehicles which will be inspected for the correct installed position and if necessary, replace with a new fastening bolt connecting the Ball Joint to the knuckle.   |
| Identify How/When Recall Condition was Corrected in Production : | Please note after careful review, we have instituted two additional control stations to ensure all processes and inspections are carried out correctly during the assembly process. This is after it was identified that an operator error had occurred and was the root cause of the error. |

Recall Schedule :

|                                    |                             |
|------------------------------------|-----------------------------|
| Description of Recall Schedule :   | Remedy Notices              |
| Planned Dealer Notification Date : | JUL 12, 2023 - JUL 12, 2023 |
| Planned Owner Notification Date :  | AUG 30, 2023 - AUG 30, 2023 |

\* NR - Not Reported