

Part 573 Safety Recall Report

24V-939

Manufacturer Name : Polestar Automotive USA, Inc.

Submission Date : DEC 18, 2024

NHTSA Recall No. : 24V-939

Manufacturer Recall No. : RP1044



Manufacturer Information :

Manufacturer Name : Polestar Automotive USA, Inc.

Address : 933 MacArthur Blvd.

Mahwah NJ 07430

Company phone : 999

Population :

Number of potentially involved : 7

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Polestar Polestar 2

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population is determined by the driver seat Airbag module inner side (Far Side Airbag Module (FSAB)) serial number which was produced between 2023-01-01 and 2024-10-08. During this time the new assembly station at the supplier had wrong software control parameters. The correct control parameters in software were implemented after 2024-10-08 and all FSABs after this date have been produced with the new control parameters. This recall affects certain model year 2024 Polestar 2 vehicles.

Production Dates : AUG 24, 2023 - SEP 25, 2023

VIN Range 1 : Begin : YSMFD3KA1RL229163 End : YSMFD3KA6RL238117 ☒ Not sequential

Description of Defect :

Description of the Defect : The clamps are not crimped properly on the driver side inner FSAB.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, in the event of a crash, the driver side inner FSAB may not deploy correctly, increasing the risk of injury.

Description of the Cause : Missed crimping process for airbag during subassembly from supplier due to human error, that was not identified due to wrong software control parameters in assembly process.

Identification of Any Warning that can Occur : There will be no customer warning or indications.

Involved Components :

Component Name 1 : Driver side inner Far side airbag (FSAB).

Component Description : Airbag Module

Component Part Number : 32403043

Supplier Identification :

Component Manufacturer

Name : Joyson Safety Systems Sachsen GmbH

Address : Scheibenberger Straße 88
Elterlein Foreign States 09481

Country : Germany

Chronology :

Condition considered as a critical concern by Critical Concern Management Team 2024-12-13; Field Service Action decision confirmed by Polestar 2024-12-18; Condition detected by Supplier Information; Number of **TR with the condition 0; Total number of cars included in **TRs concerning this condition 0; Implementation date of Field Service Action 2024-12-18.

*Critical Concern Management Team, **technical reports

Extended Chronology of event:

2024-12-05 Polestar was notified by its supplier that they had found a potentially critical issue with the far-side airbag (FSAB). The investigation was escalated through the Critical Concern Action Process (CCAP). On 2024-12-11, 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 2024-12-13 the technical investigation was complete, the CCMT team took the decision to start the preparation of a recall as it was judged as an increased risk towards motor vehicle safety.

Description of Remedy :

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| Description of Remedy Program : | To remedy concerned vehicles, Polestar will replace the driver side inner far-side airbag. If an out-of-pocket expense has been paid for prior to this repair being performed, prior to receiving this letter, customers may be eligible to receive reimbursement for the cost of obtaining a pre- notification remedy of the problem associated with this recall. For more information, please refer to Polestar Customer Support by phone at 1-800-806-2504, Monday-Friday from 8:00am-8:00pm. You may also contact us at: https://www.polestar.com/us/support/ |
| How Remedy Component Differs from Recalled Component : | The remedy component will have the correct clamping on the FSAB. |
| Identify How/When Recall Condition was Corrected in Production : | The supplier's software parameters was corrected after 10-8-23. The machine program has been updated to ensure that the process is completed in a single cycle, thereby mitigating the risk of human error. |

Recall Schedule :

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|------------------------------------|-----------------------------|
| Description of Recall Schedule : | Remedy Notices |
| Planned Dealer Notification Date : | DEC 18, 2024 - DEC 18, 2024 |
| Planned Owner Notification Date : | FEB 11, 2025 - FEB 11, 2025 |

* NR - Not Reported