

# Part 573 Safety Recall Report

# 24V-940

**Manufacturer Name :** Polestar Automotive USA, Inc.**Submission Date :** DEC 18, 2024**NHTSA Recall No. :** 24V-940**Manufacturer Recall No. :** RP1043**Manufacturer Information :**

Manufacturer Name : Polestar Automotive USA, Inc.

Address : 933 MacArthur Blvd.

Mahwah NJ 07430

Company phone : 999

**Population :**

Number of potentially involved : 2

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2025-2025 Polestar Polestar 3

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The recall population is determined by Software issues in the High to Low voltage Converter Module (HLCM) since the start of production of the Polestar 3 and the introduction of new HLCM software on July 29th, 2024. Vehicles after July 29th, 2024 have the new HLCM software. This recall affects certain model year 2025 Polestar 3 vehicles.

**Production Dates :** MAR 10, 2024 - APR 12, 2024**VIN Range 1 :** Begin : YSREE3YBXS000690 End : YSREE3YB7SB001621  Not sequential**Description of Defect :**

**Description of the Defect :** One of the two phases in the HLCM process is not working properly, which is causing the system's maximum ability to convert energy to be reduced to only 50 percent.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** As a result, loss of propulsion may occur, increasing the risk of a crash.**Description of the Cause :** Voltage fluctuations on the 12V system damaging one of the HLCM phases during Software Upgrade.**Identification of Any Warning that can Occur :** The vehicle loses propulsion power without prior warning to the driver.**Involved Components :**

Component Name 1 : High to Low Voltage Converter Module (HLCM)

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : Lear Corporation Holding

Address : Carrer Fusters, 54

Tarragona Foreign States 43800 Vals

Country : Spain

## Chronology :

Condition considered as a critical concern by Critical Concern Management Team 2024-12-16; Field Service Action decision confirmed by Polestar 2024-12-18; Condition detected by Supplier Information; Number of \*\*TR with the condition 4; Total number of cars included in \*\*TRs concerning this condition 4; Implementation date of Field Service Action 2024-12-18.

\*Critical Concern Management Team, \*\*technical reports

### Extended Chronology of event:

2024-12-04 Polestar was notified by its supplier that they had found 2 (in the US) vehicles with diagnostic trouble codes set indicating that the high to low voltage converter module (HLCM) is not working properly. The investigation was escalated through the Critical Concern Action Process (CCAP). We connected customer symptoms reported from the market with the diagnostic trouble codes identified by our supplier.

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, root cause etc.

On 2024-12-16 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 :

Description of Remedy Program : To remedy concerned vehicles, Polestar will replace the High to Low Voltage Converter Module (HLCM).  
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 updated SW for the HLCM protecting it from voltage fluctuations on the 12V system.

Identify How/When Recall Condition was Corrected in Production : New Software for the HLCM introduced July 29th, 2024.

## Recall Schedule :

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