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Repairing Our 2024 Polestar 2's Damaged Mudflap Cost Us a Small Fortune

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5 - 6 minutes

Polestar is one of the newest automakers selling cars in the United States, so the [ownership experience](#) is full of unknowns. That's why we've been driving [this 2024 Polestar 2](#), the updated version of the brand's first mainstream model. Our yearlong review program is designed to cover the actual cost of ownership, and although we hope nothing goes wrong while a car is in our fleet, the occasional incident can shed some light onto the realities of new car ownership.

The first chunk of [this Midnight Blue Polestar 2](#)'s stay with us has been free of major issues, keeping it far away from the clutches of our local dealership service network. However, when you [road trip](#) as often as we do, the chance that road hazards materialize as actual harm to our test cars is inevitable. Our 2024 Polestar 2, which has been [a favorite for long-haul driving](#) due to its impressive driving range and fast-charging abilities, received its first damage after eight months in our stable, on a trip between Los Angeles and San Francisco.

What Happened

We discovered that the left rear mud flap was dragging, dangling from just one anchor point, during a stint between Los Angeles and San Francisco. Although the staffer who reported the incident didn't feel any impact from debris on the road, our best guess is that the Polestar 2 ran over a piece of tire carcass, flinging the rubber up at the underside of the EV's body, tearing away the flap. We were able to secure the flap temporarily, but in the interest of ensuring it didn't come loose again, we contacted our local Polestar service center to get the damaged component repaired.

Our First Trip to the Polestar Service Center

Polestar doesn't have a traditional dealer model, so its showrooms—often

located in high foot-traffic places like malls—are separate from its service centers, which are often created in partnership with Volvo dealers. The automaker has a tool for searching its network on its website, and after punching in your zip code, you're able to see which service center is nearest.

When we arrived at Polestar Los Angeles, the closest of two service centers to our L.A. headquarters, we filed into a queue of Land Rovers, Volvos, and other Polestars. Polestar Los Angeles is [a part of Galpin Motors](#), one of the largest and longest-standing dealership networks in Southern California. An adviser greeted us and directed us to head inside Land Rover Van Nuys, which is connected to the service bays. Those hoping for a pure Polestar experience in this specific region will be disappointed, though we enjoyed beverages and sandwiches from a full-service coffeeshop within the building.

As the techs evaluated the damage on our 2024 Polestar 2, they determined the wheel arch liner had been torn away along with the plastic shield that hangs below the body and in front of the rear wheel. The techs reattached this flap while we confirmed an order for new parts to replace the damaged bits with our service adviser. After just about an hour and a half, we paid \$140 for labor and received our freshly washed 2. Before heading out, we scheduled our return trip to install the replacement parts once they came in.

Our adviser quoted us about \$700 for parts, which included a new wheel arch liner and a rocker panel for the vehicle's left side, because the mud flap's bolts had been torn from the anchor points that join these three parts. Unfortunately, the service center couldn't source a new mud flap, but the piece the techs reattached to the car is still in decent shape. Our adviser cut us a deal on the labor since we had gone through the trouble of returning to the service center and waited for the technicians who were running behind schedule. The sum came out to \$828.59, a pretty penny for the Polestar 2's accidental damage.

This second trip only took two hours and 15 minutes, and our advisers brought us the damaged parts that came off the car to show us exactly where and how the damage had occurred. For the entire time the car was in the service bay, Polestar's representatives texted us updates about our vehicle's progress and provided impressive transparency throughout the process.

While it was frustrating that an unknown piece of debris caused nearly

\$1,000 of damage to our much-loved 2024 Polestar 2, we were grateful to get some insight into the realities of getting the automaker's first EV repaired through a dealership network. If nothing else goes wrong, we won't be back to Polestar Los Angeles until our loan crosses the 20,000-mile mark, which is the automaker's first recommended service interval. Until then, we'll continue to crush the miles in our long-term Polestar 2.

For More On Our Long-Term 2024 Polestar 2: