

# Service Manager Bulletin

TITLE:

**Retail Car Delivery Process (RCDP)  
Model Year 2021**

<b>GROUP:</b> 17	<b>NO:</b> 2021P	<b>ISSUING DEPARTMENT:</b> Customer Service	<b>CAR MARKET:</b> United States and Canada	
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## Summary

This bulletin contains information on the Retail Car Delivery Process (RCDP) for Polestar vehicles from the point the vehicle is delivered from the port until the customer handover is complete.

To ensure the highest-quality experience to our customers, new vehicles must be delivered to the customer with the latest vehicle software, with Polestar CONNECT activated and information on vehicle charging available. We encourage you to ensure that these processes are fully understood and implemented. These processes are geared towards assuring high-quality retail delivery and completely satisfied customers.

Ensuring a problem-free delivery and following the PDS process is everyone's responsibility.

The sections of this bulletin are:

1. Vehicle inspection procedure (Truck delivery)
2. Pre-delivery service & software update
3. Storage & maintenance of stock and showroom vehicles
4. Polestar CONNECT and customer details
5. Charging the high voltage battery
6. Vehicle handover

### 1. Receipt & inspection of a Polestar vehicle from the port

Truck Delivery U.S. – All vehicles must be thoroughly inspected at the time of delivery by truck to your facility. Guidance documents with instructions as to the submission and handling of claims can be found at: [www.ucmglobal.com/polestar](http://www.ucmglobal.com/polestar) password for access is: UCM2020

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## 2. Pre-Delivery Service (PDS) & Software Update

We suggest that the “technician” take ownership of the PDS to make certain the vehicle is being inspected correctly and the latest software is installed at the time of delivery. The Technician will be responsible for the entire vehicle, the Detail Person responsible for the appearance of the vehicle, and the Handover Specialist is responsible for the customer experience. PDS should not be looked at as a fill-in job in the shop but as the first impression our customer has when he or she purchases a new Polestar.

To ensure the highest-quality experience to our customers, new vehicles must be delivered to the customer with the latest PDS software. The installation of the software must be within ten (10) days of the physical delivery of the vehicle to the customer. PDS payment is subject to debit where it is found that software was not installed accordingly. The Pre-Delivery Service (PDS) and Vehicle in Stock Maintenance is to be performed as per VIDA.

It is necessary to follow all Polestar stock maintenance and Pre-Delivery Service (PDS) procedures as outlined in VIDA. This includes keeping vehicles in transport mode and performing the final stage of PDS as close to the customer delivery as possible. It is imperative that the vehicle has a healthy, fully charged battery at the time of customer delivery. The target is for a battery with 100% state of charge at handover.

The technician must search for all PDS+ related Technical Journals (TJs) and implement the action as described in the TJs at the time of PDS.

To align with the software update requirements, payment for the PDS is split into two. The initial PDS1 claim will be 1.3 hours to cover the mechanical element of the PDS which should be performed as soon as possible after the vehicle arrives from port. The PDS2 claim is for an additional 0.5 hours for the software update, final detail of the car and resetting the Service reminder Indicator. This must be claimed within 10 days of customer handover.

Also note that the PDS Checklist must be signed by the Technician, Detail Person and the Handover Specialist responsible for that vehicle. This will ensure that the work performed, and the cleanliness of the vehicle meet the needs and expectations of the Polestar owner. As one of the last people in the Retail Store to hand off the new Polestar to its owner, the Polestar/Handover Specialist must ensure the integrity of the product and make certain all is in working order. The PDS Checklist must be attached to the R.O. and retained in the vehicle file.

See Appendix A on details on how to claim for PDS1 & PDS2.

## 3. Storage and maintenance of stock and showroom vehicles

It is imperative that whilst a vehicle is in storage or on display that its condition is maintained. Upon vehicle receipt at your facility, you should be checking the battery state of charge and starting your maintenance plan per the schedule in VIDA. Vehicle batteries and tires are especially sensitive to aging.

Failure to follow prescribed routines may result in claims denial.

Polestar vehicles should remain in Transport Mode as this includes a state of charge in the driver's display, tracking of past maintenance, and the time the next maintenance is required. Leaving transport mode deletes this data. Note that some Polestar 1 vehicles may arrive from the port without transport mode enabled. In this case the technician should make a note on the RO that this was the case.

It is important that all Retailer staff be aware of the ability to authorize or deny data collection on services that require it within the vehicle software. If any of the privacy settings are enabled for testing, then they must be disabled prior to releasing the car to the customer.

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## 4. Polestar CONNECT and Customer Details

Prior to the day of the customer handover the Handover Specialist is responsible for setting up Polestar CONNECT so it is ready on the day of the handover and there are no issues. A customer vehicle MUST NOT be released without setting up Polestar CONNECT.

Polestar 1 – Polestar CONNECT will require activating in Vida prior to the customer pairing their vehicle with the Phone App. Complete the activation in VIDA which will generate the 4-digit code required to pair with the customers phone (note: in some scenarios the Pin will not be required). The customer can download the 'Polestar 1 CONNECT' App from the Apple store or Google Play store to their phone. Note the CONNECT button will not be functional until this process is complete. See Appendix B for VIDA instructions.

For Polestar 1 it is required the Handover Specialist completes a test call to Customer Support from the vehicle using the CONNECT button prior to the customer arriving. This is to insure there are no error messages flagged on the central information screen when the service is activated.

Polestar 2 – Polestar CONNECT will be active when the vehicle arrives with you from the port.

## 5. Charging and the High Voltage Battery

It is recommended that the vehicle is handed over to the customer with a 100% level state of charge. Although 80% is the optimum level recommended to customers for daily charging, Polestar would like the customer to benefit from the full 100% range the first time they drive and experience the vehicle. 80% is recommended as a daily charging routine to preserve the longevity and performance of the battery whilst achieving an adequate range for daily commuting. 100% state of charge should be reserved for when the customer is making a longer trip. When the vehicle arrives the HV battery should be charged to 80% during PDS1 and subsequently topped up to 100% at PDS2 and at handover.

## 6. Customer Handover

Customer delivery preparation is the first opportunity to create customer satisfaction and customer loyalty. The objective is to deliver a new Polestar that is 100% perfect.

**Polestar 1 – make sure the Bluetooth and WiFi name is set to 'My Polestar'. See TJ 35407.**

**Polestar 1 - Reset service reminder light. It is important the customer gets a full cycle of 10,000 miles/ 16,000 km or 1 year from the delivery date before the reminder light illuminates.**

**Polestar 2 - Reset service reminder light. It is important the customer gets a full cycle of 20,000 miles/ 32,000 km or 2 years from the delivery date before the reminder light illuminates.**

### Delivery Phases:

- Vehicle Preparation
- Stage the Car
- Demonstration of Features
- Overview of Polestar CONNECT service
- Overview of service including pick-up & delivery and replacement car.
- Documentation/Owner's Information Materials

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The handover specialist is responsible for making the delivery of a new Polestar a well-planned, memorable event. Time and special attention must be given to the new owner, effectively communicating Polestar's commitment to the customer's complete satisfaction.

## Appendix A – PDS Claim Procedure

### PRE-DELIVERY SERVICE (PDS1 and PDS2) REIMBURSEMENT SUBMISSION PROCEDURES

PDS1 will be paid automatically at the time of wholesale to the wholesaling retailer. Payment will appear on the Weekly Transaction Statement under the PDS section. Claims will be identified by the prefix "P" and the last six digits of the VIN. Claim submission for PDS1 claims is not required.

Retailers that receive a vehicle from another retailer and are not the wholesaling retailer should verify with the wholesaling retailer if the PDS1 has been performed. Reimbursement would have to be worked out between the retailers directly. Claims will only be paid to the retailer identified by Polestar as the wholesaling retailer, regardless of which retailer performs the PDS1.

PDS2 will be paid at the time of delivery to the retailing retailer. Claim submission by the retailing dealer is required.

The PDS will continue to be subject to all administrative repair order requirements as outlined in the Warranty Policy and Procedures Manual. This includes punch time verification.

### RETAILER ALLOWANCE for reference information

PDS1 (Automatic Payment) Model	Model Year	Labor	Labor OP
ALL	2021	1.3	01710-6

### PDS2 (claim submission required)

Claim Type:	PDS2PS
Model:	All
Model Year:	2021
Labor	.5
Labor Op	01711
Cause Code:	98
CSC:	1C

\*\*PDS2 claims require a retail date be reported. Claims will only be paid to the retailer identified by Polestar as the retailing retailer. The retailing retailer is required to ensure the PDS2 is completed and the vehicle has the latest PDS software at the time of delivery.

Note: Minimum technician level required to perform a PDS is a Polestar Certified Level.

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## PDS2 SOFTWARE UPDATE PROCESS

1. Note: You must perform a new vehicle readout.
2. If “No software information found” is displayed in the Vida software tab.
3. Select the ALL tab..
  - a. Manually enter the PDS upgrade part number
  - b. Press enter on the keyboard
  - c. Select Add Software
4. Purchase PDS software.
5. An error message will be displayed stating “134 – The hardware part already contains the latest software. PDS UPGRADE”
6. Remove the software and finish any remaining work on the vehicle.

## Appendix B – Polestar 1 Registering Polestar CONNECT on VIDA

Open VIDA on your computer, you do not have to be connected to the vehicle.

Select the ‘Hamburger’ menu in the top RH corner.

The screenshot displays the VIDA software interface. At the top, there is a navigation bar with tabs for 'Search Vehicle', 'Recent Vehicles', 'Connected Vehicles', 'My List', and 'Workshop Customers'. A search icon, a 'Hamburger' menu icon (circled in red), a refresh icon, and a power icon are located in the top right corner. Below the navigation bar, the 'Connected Vehicles' section is active, showing a search bar with a VIN and buttons for 'Read Vehicle', 'Advanced Test', and 'Choose Virtual Vehicle'. A table below this section has columns for 'Customer Name', 'VIN', 'Model', 'Year', 'License Plate', 'Customer type', 'Connection', and 'Status', with a message 'No information found.' Below the table is the 'Fine-tune Vehicle' section, which includes input fields for VIN and Chassis No., and dropdown menus for Model, Year, Partner Group, Engine, Transmission, Steering, Body Style, and Special Vehicle. There are 'Connect' and 'Select' buttons, and a 'Clear All' button at the bottom left. On the right side, there are 'Quick Links' (Monitor Volvo On Call), 'Release Notes' (No recent updates), and a 'View All' link at the bottom right.

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Select VOC from the dropdown menu. The following screen will open.

The screenshot shows a web application window titled "VOC Setup Status". It has a navigation bar with "Today", "Failed", and "VOC Details" tabs. The main content area is divided into several sections:

- Vehicle**: Includes input fields for "VIN :", "Model :", and "Market :". There is a "Find Vehicle" button next to the VIN field. Below these is a "License Plate in VOC :" field with an "Update" button.
- Volvo On Call**: Includes "Provisioning status :" and "Customer PIN Sent :". There is a "Reset PIN code" button next to the PIN field.
- Subscriber**: Includes a "Volvo ID / Polestar ID :\*" field with a "Find ID" button. Below are fields for "Name :", "Email :", and "Phone number :".
- Subscriptions**: A table with two columns: "Type" and "Expiration Date".

At the bottom of the window, there are three buttons: "Setup VOC", "Reset VOC", and "Manual Options" with a dropdown arrow.

You can use this screen to see if a VIN is already set up for Polestar CONNECT. You can enter a new Polestar ID here to either start or change the subscription to Polestar CONNECT.

Type in or copy and paste the VIN

Select "Find Vehicle"

Assuming nobody is set up on the car, you can add a new Polestar ID that the customer creates on their own via the Polestar 1 Connect app.

Select "Find ID"


Select "Setup VOC"

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Here is an example of a car that is correctly setup.

Today Failed **VOC Details**

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**Vehicle** 

VIN :

Model : Polestar 1 2020

Market : US

License Plate in VOC :

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**Volvo On Call**

Provisioning status : Success , (Setup VOC) 6/15/2020 1:23:40 PM

Customer PIN Sent : Yes

**Subscriber**

Volvo ID / Polestar ID : \*

Name : Steve D

Email : event.polestar.us@gmail.com

Phone number :

**Subscriptions :**

Type	Expiration Date
Premium	6/15/2023 8:00:00 AM