# Polestar

Service and Parts Business

## Service Manager Bulletin

**TITLE:**

**Polestar Warranty Bulletin – Temporary Warranty Submission**

| GROUP: | NO: | ISSUING DEPARTMENT: | CAR MARKET: |
|---|---|---|---|
| 00 | 003P | Warranty | United States and Canada |

| REVISIONS: | ISSUE DATE: | STATUS DATE: |
|---|---|---|
| Updated bulletin | 2020-10-23 | 2020-11-13 |
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## Introduction

For retailers that use CDK as their Dealer Management System there will be a delay in the release of Polestar as an available manufacturer on the CDK system until mid to late November 2020. Any warranty claims that require submitting prior to this release a temporary process is in place. The process will use the Warranty Support function on the Polestar Nebula Portal. Retailers will be required to submit the necessary claiming information requested below for each claim. Claims will be entered by the Polestar Warranty Team on behalf of the retailer.

**This process is only a temporary measure and warranty claim submission will revert to CDK as soon as it is available.**
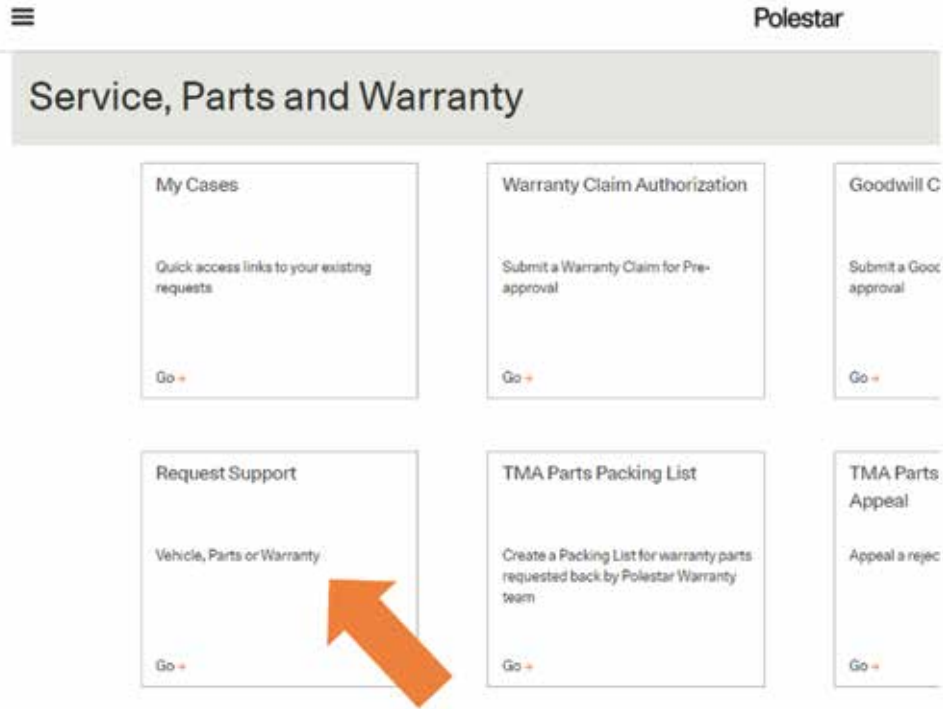
## Polestar Nebula Support Function

Log onto Nebula using the log-on details that you have been provided with. Your username should be in the format firstname.lastname@polestarcrm.com. If you require a log-on for Nebula contact NACustomerService@Polestar.com.
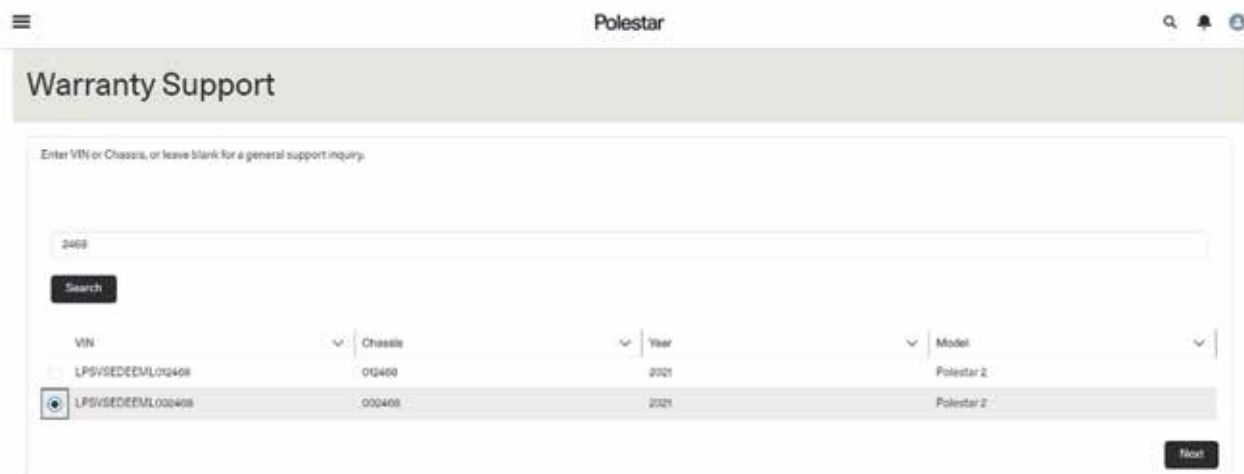
Nebula address: https://polestar-portal.force.com/polestarretailportal

Click on the 'Request Support' tile in the Service, Parts and warranty section.

Enter the Vin number of the vehicle (note you can enter the last 6 digits and select the correct Vin from the search results). Make sure you select the correct Vin before pressing 'Next'.

Note: If the Vin is not available leave the field blank and enter the Vin on the next page.

On the next page enter the RO Number and then the Claim details in the 'Description' Field.



**PDS1 and PDS2 Claims: Polestar 1 (232) and Polestar 2 (534) vehicles:**

**No claim submission is required. Refer to SMB 17-001P. The PDS (PDS1 & PDS2) is being completed by the Ports thru December 31, 2020.**

**The condensed PDS as outlined in SMB 17-001P:**

Enter the following information in the 'Description' field:
- Vin Number (If not already recorded on the previous page)
- RO Number (If not already entered in the RO field)
- Mileage
- RO Date (date work completed)
- Claim Type: PREDEPS
- Operation number
- Customer Symptom Code (CSC) – See Appendix A
- Cause Code (CC) – See Appendix B

Attach a scanned copy of the Repair Order.

**Press Submit.**

**Warranty Claims**

Enter the following information in the 'Description' field:
- Vin Number (If not already recorded on the previous page)
- RO Number (If not already entered in the RO field)
- Mileage
- RO Date (date work completed)
- Claim Type (choose from the following)
    - PREDEPS = Pre-Delivery claim found prior to retail delivery.
    - 01 = New Car Warranty Claim. Fault experienced by customer after delivery.
    - INCOPS = Incorrect vehicle specification: Missing or incorrect component fitted. (cause code 11/12 or 13 required – Authorization required – prefix 12)
- • Symptom Code – See Appendix A
- Cause Code - See Appendix B

- Failed Part Number
- Part Numbers and Quantity of each (components replaced)
- Operation Number – From VIDA (and Qty if greater than 1)
- Authorization Codes: When a Polestar Rep must approve.
  Gen op time: Prefix 04
  Repeat repairs: Prefix 05
  Specific repairs that require a Polestar Rep approval: Prefix 12
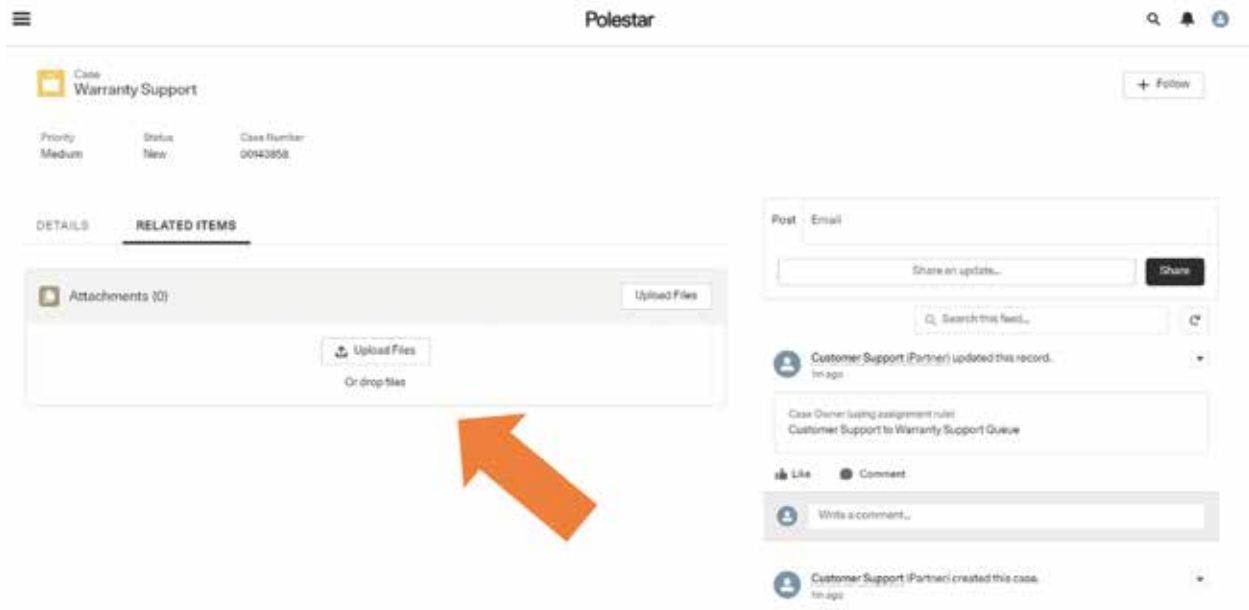
Hit the 'Next' button.

On the next screen select 'Related Item'

Once in the 'Related Items' area upload a scanned copy of the Repair Order for the warranty claim.



### Appendix A

### CUSTOMER SYMPTOM CODES (CSC)

Customer Symptom Codes (CSCs) are used to identify the customer's concern and should reflect the "voice of the customer." These codes will enable Polestar engineers to analyze claim repair data quicker and more accurately. Selecting the correct CSC is required when scheduling an appointment or during customer write up. Retailers can access CSC codes via the VST or VIDA by clicking on the tab titled "CSC Codes." You can access the codes via VIDA.

Please remember that only one (1) CSC fault tracing operation number per repair is allowed. Claims submitted with more than one (1) CSC will be adjusted.

NOTE: Ops for CSC codes retrieved should only be claimed when diagnostic procedures have been followed. Supporting tech notes and punch times are required and may be requested. All audit requirements must be met when submitting for CSC operation numbers. **If a repair is performed per a TJ, NO fault tracing operations are allowed.**

**Appendix B**

**Cause Codes**

Cause codes are used to describe why a fault or symptom occurs. The correct cause code must be entered in the field. Cause codes are used to describe why a fault or symptom occurs.

Example: 45 (Out of round).

| Code | Condition | Description/Definition |
|---|---|---|
| 10 | Defective component | Internal fault in component (not visible from outside) |
| 11 | Wrong component fitted* | Wrong design of component, wrong type of fluid filled |
| 12 | Component missing* | Missing from factory |
| 13 | Insufficient amount* | Fluid, gas, grease, corrosion protection, air in system |
| 14 | Overfull | |
| 15 | Wrongly fitted, wrongly connected | |
| 16 | Wrong setting | Wrongly set, wrongly adjusted, wrongly balanced |
| 20 | Loose | Loose, (gap) |
| 21 | Fastener loose | For fasteners only |
| 22 | Poor adhesive | |
| 23 | Deformed | Bent, dented, mechanical transit damage, handling damage |
| 24 | Burnt | |
| 25 | Jammed | Pinched, (squeezed) |
| 26 | Blocked | Obstructed, blocked |
| 27 | Poor seal, leakage | Fluid, gas, grease, etc. |
| 28 | Moisture | Condensation |
| 40 | Worn | Faded as well |
| 41 | Rubbed | |
| 42 | Seized up | |
| 43 | Broken | Separated, cracked, broken |
| 44 | Sticks | Binds, stiff |
| 45 | Out of round | |
| 50 | Open circuit | Applies only to break in cables |
| 51 | Short circuit | In connector/cables |
| 60 | Casting fault | Also burrs |
| 61 | Welding fault | Also welding residue |
| 62 | Sealant fault | Sealant/glue/primer residue |
| 63 | Surface corrosion | Oxidation |
| 64 | Corroded through | Corroded through to hole or break |
| 80 | Color deviation | Color deviation, shade differences |
| 81 | Paint run | Drops, paint run |
| 82 | Dirt in paint | Dirt particles |

| Code | Condition | Description/Definition |
|------|-----------|------------------------|
| 83 | Orange peel surface | Rough surfaces structure, dull finish |
| 84 | Paint coat too thin | Base coat visible, insufficient coverage |
| 85 | Touch-up visible | Overspray, masking edges, paint touch-up |
| 86 | Grinding scratches | Grinding scratches in metal, plastic, etc. or in base coat |
| 87 | Scratches in paint | |
| 88 | Cracked surface | Surface cracks |
| 89 | Blistering | |
| 90 | Craters in paint | |
| 91 | Chipped paint | Chipped paint, flaked paint, stone chipping |
| 92 | Airborne contamination | Corrosion damage from soot, acid, etc. |
| 93 | Mechanical coating on paint | Corrosion damage from oil, sparks, bird droppings, etc. |
| 98 | Customer care | Use as directed |
| 99 | Cause unknown | Not possible to specify cause |

Codes 80 – 93 concern all painted surfaces, irrespective of the material base.

*11 ,12 and 13 "wrong, missing or insufficient from factory" require representative authorization.