

Service Manager Bulletin

TITLE:

**Polestar 2 - Temporary Retailer PDS process –
All calendar year 2020 deliveries**

GROUP: 17	NO: 001P	ISSUING DEPARTMENT:	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2020-10-23	STATUS DATE: 2020-11-18
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To assist Polestar Retailers in processing the high volume of vehicles that need to be delivered by the end of 2020 both portions of the Pre-Delivery Service (PDS1 & PDS2) will be completed at the port prior to trucking the vehicle to the retailer. This will include removal of the main transport protection, mechanical inspection, software update and initial HV battery charging.

When you receive the vehicle from the port it is required to complete a condensed PDS process.

1. Complete a test drive.
2. Connect VIDA
 - a. Check for any outstanding campaigns – complete if required.
 - b. Check for any required software updates – complete if required.
 - c. Reset the Service Reminder Indicator (SRI).
3. Fit the front license plate bracket after consultation with the customer. See SMB 86-001P.
4. If all weather floor mats or roof bars are supplied with the car leave them in the trunk to be fitted by the customer, unless the customer requests fitment.
5. Charge the vehicle HV Battery to 100% if possible, just prior to customer delivery. (Note: normal regular charge limit is 90%.)

To claim payment for the condensed PDS process described above the following claiming information is applicable. For each action completed a separate claim is required.

Claim Type: PREDEPS

Test Drive: Op 09996 at .4

Connect to VIDA: reset the SRI & Check if any software is required: Op 36001 at .2

If VIDA indicates any software is required: Op 36002 at .4

This temporary process expires on the December 31, 2020.

Effective January 1, 2021 the normal PDS1 & PDS2 process as defined in VIDA will resume.

PDS1PS claims will generate automatically at wholesale and PDS2PS claims must be submitted for payment (+/- 10 days) of the retail delivery.