

## Service Manager Bulletin

TITLE:

**Creating a Vehicle Report**

|                     |                    |  |  |                                   |
|---------------------|--------------------|--|--|-----------------------------------|
| <b>GROUP:</b><br>00 | <b>NO:</b><br>007P | <b>ISSUING DEPARTMENT:</b><br>Warranty | <b>CAR MARKET:</b><br>United States and Canada |                                   |
| <b>REVISIONS:</b>   |                    |  | <b>ISSUE DATE:</b><br>2020-11-19               | <b>STATUS DATE:</b><br>2020-11-20 |
| <b>Page 1 of 7</b>  |                    |  |  |                                   |

### How to create a Vehicle Report

1. Log into Nebula.

<https://polestar-portal.force.com/polestarretailportal/s/>

2. Select Service, Parts & Warranty

The screenshot shows the Polestar portal interface. At the top, there is a navigation bar with the Polestar logo and user icons. Below the navigation bar, there are two buttons: "Create a Lead" and "Create a Support Case". The main content area features three menu items: "CRM and Lead Management", "Sales and Marketing", and "Service, Parts and Warranty". The "Service, Parts and Warranty" item is highlighted with an orange arrow. Below the menu items, there is a "Latest News for Portal" section with a news item titled "Polestar Pulse, Volume 3" dated November 3rd, 2020. To the right of the news section is a login form with fields for "User ID" and "Password", and a "Log In" button.

# Service Manager Bulletin 00-007P

## 3. Select Request Support

The screenshot shows the Polestar Service, Parts and Warranty dashboard. At the top, there is a navigation bar with a hamburger menu icon on the left and the Polestar logo on the right. Below the navigation bar is a header section titled "Service, Parts and Warranty". The main content area contains several tiles:

- My Cases**: Quick access links to your existing requests. Go →
- Warranty Claim Authorization**: Submit a Warranty Claim for Pre-approval. Go →
- Request Support**: Vehicle, Parts or Warranty. Go → (This tile is highlighted with an orange arrow pointing to it from the right).
- TMA Parts Packing List**: Create a Packing List for warranty parts requested back by Polestar Warranty team. Go →
- Label Order Form**
- Owner's Manuals**

## 4. Select 'Raise a Vehicle Technical Request'

The screenshot shows the Polestar Request Support dashboard. At the top, there is a navigation bar with a hamburger menu icon on the left and the Polestar logo on the right. Below the navigation bar is a header section titled "Request Support". The main content area contains several tiles:

- Vehicle Support**: Raise a Vehicle Technical Request. Go → (This tile is highlighted with an orange arrow pointing to it from the right).
- Warranty Support**: Raise a Warranty Support Request. Go →
- Parts Support**: Raise a Parts Support Request. Go →
- User G**: See all us. Go →

Below the tiles, there is a horizontal navigation bar with the following options: Submitted (underlined), In Progress, Pending Retailer Action, Finalized, and All.

# Service Manager Bulletin 00-007P

5. Enter part of the VIN, hit search and select the correct VIN from the dropdown list. Press Next.



Polestar

## Submit a Vehicle Report

Enter VIN or Chassis

Search

# Service Manager Bulletin 00-007P

6. Enter the requested information including describing the problem, any diagnostic work completed and whether support is needed or not and hit Next. At this point the case is created and visible to Polestar.



Polestar

## Submit a Vehicle Report

VIN : LPSVSEDEEML012468

Chassis : 012468

Model : Polestar 2

Model Year : 2021

\* Subject

\* Part Number

\* Function Group

\* CSC

\* Concern Area

\* Sub Concern Area

\* Part Available

Enter Diagnostic Trouble Code(s), then attach full printout with details on next step, before submitting the case

# Service Manager Bulletin 00-007P

## 7. Select 'Related Items'

The screenshot shows the Service Manager interface for a case titled "Test". The page is divided into a main content area and a right sidebar. The main content area has two tabs: "DETAILS" and "RELATED ITEMS". The "RELATED ITEMS" tab is active, and an orange arrow points to the "Retailer Information" section. The "Retailer Information" section includes fields for "Retailer" (Polestar Internal), "Created By" (Customer Support, 11/13/2020 1:37 PM), and "Last Modified By" (Customer Support, 11/13/2020 1:37 PM). Below this is the "Case Information" section, which includes fields for "Case Number" (00145724), "Subject" (Test), "Part Number" (tesr), "CSC" (21), "Concern Area" (Vehicle Report), "Part Available" (Part Available), "Fault Type" (Intermittent), "Retailer Code", "Record Type" (TIE Vehicle Report), "Status" (Submitted), "Function Group" (test), "Sub Concern Area" (Support Needed), "DTC", and "Urgent" (Yes). The right sidebar contains a "Post" section with a "Share an update..." button and a "Share" button. Below this is a search bar for the feed, followed by a list of updates. The first update is "Customer Support (Partner) updated this record." with a dropdown arrow. Below this is a "Case Owner (using assignment rule)" section with the text "Customer Support to TIE Vehicle Report Queue". There are "Like" and "Comment" buttons. Below this is a "Write a comment..." input field. The second update is "Customer Support (Partner) created this case." with a dropdown arrow. Below this is a "Case" section with the case number "00145724" and a "View more details" button. There are "Like" and "Comment" buttons.

## 8. Add attachments of the RO, Pictures or diagnostic work.

The screenshot shows the Service Manager interface for a case titled "Test". The page is divided into a main content area and a right sidebar. The main content area has two tabs: "DETAILS" and "RELATED ITEMS". The "RELATED ITEMS" tab is active. Below the tabs is the "Attachments (0)" section, which includes an "Upload Files" button and a dashed box containing an "Upload Files" button and the text "Or drop files". An orange arrow points to the "Or drop files" text. Below this is the "Approval History (0)" section, which includes an "Approval History (0)" button.

# Service Manager Bulletin 00-007P

9. Keep an eye on your e-mails for a response. Log back into Nebula and select the case from the case list to read any updates. Select the 'Pending Retailer Action' header.



Polestar

## Request Support

|   |   |   |  |
|---|---|---|--|
| <b>Vehicle Support</b><br>Raise a Vehicle Technical Request<br>Go → | <b>Warranty Support</b><br>Raise a Warranty Support Request<br>Go → | <b>Parts Support</b><br>Raise a Parts Support Request<br>Go → | <b>User Guide</b><br>See all user guides<br>Go → |
|---|---|---|--|

Submitted In Progress **Pending Retailer Action** Finalized All

Search this

| Case Num... | Owner Name               | Created B... | Subject     | Urgent | VIN               | Model      | Date/Time Opened   | Last Modif |
|-------------|--------------------------|--------------|-------------|--------|-------------------|------------|--------------------|------------|
| 1 00145724  | TIE Vehicle Report Queue | csupp        | <u>Test</u> | Yes    | LPSVSEDEEML012468 | Polestar 2 | 11/13/2020 1:37 PM | 11/13/2020 |

# Service Manager Bulletin 00-007P

10. Once the case is open the case feed on the RHS of the screen will show any updates from the Polestar technical support team.

[+ Follow](#)

Post

Share an update... [Share](#)

Q Search this feed... [Refresh](#)

[Simon Andrew \(Employee\)](#) 21m ago [Dropdown](#)

Please update with a test case

[Like](#) [Comment](#)

Write a comment...

[Simon Andrew \(Employee\)](#) updated this record. 1h ago [Dropdown](#)

Status  
Submitted to Pending Retailer Action

[Like](#) [Comment](#) 3 views

Write a comment...

[Customer Support \(Partner\)](#) updated this record. 1h ago [Dropdown](#)