

## Service Manager Bulletin

TITLE:

**Polestar 2 - Retailer PDS process**

<b>GROUP:</b> 17	<b>NO:</b> 003P	<b>ISSUING DEPARTMENT:</b> Customer Service	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2020-12-15	<b>STATUS DATE:</b> 2020-12-15
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**Polestar 2 vehicles with a wholesale date of December 11, 2020 and later** will no longer have their PDS completed at the Port. Polestar 2 vehicles arriving at your Service Point from the port with a wholesale date of December 11, 2020 or later will require the full PDS process. PDS1PS claims will automatically be credited to the wholesale retailer. As a secondary check a good indication as to whether the PDS has been performed on a vehicle is whether it has been removed from transport mode. Finally, a DCS Vehicle Inquiry will also indicate if the PDS has been completed and paid.

The PDS2PS will require a claim be submitted by the retailing dealer once the vehicle has been retailed.

The PDS2PS must be completed within 10 days+/- the customer handover. Refer to the **PDS2PS Claiming Instructions** at the end of this document.



Figure 1. Transport Mode as displayed in the instrument cluster

Reference the PDS checklist on VIDA and the Retail Car Delivery Process – SMB 17-2021P on Nebula.

**In addition to the information on the PDS checklist in VIDA, which shall always be the master list for any PDS on a Polestar vehicle, we have created supplemental information in this bulletin to further help the retailer to become familiar with certain aspects of the product and the expectations of Polestar Automotive.**

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As part of the PDS, the latest software should be downloaded into the vehicle, the vehicle should be taken out of transport mode, and the service reminder should be market-adapted

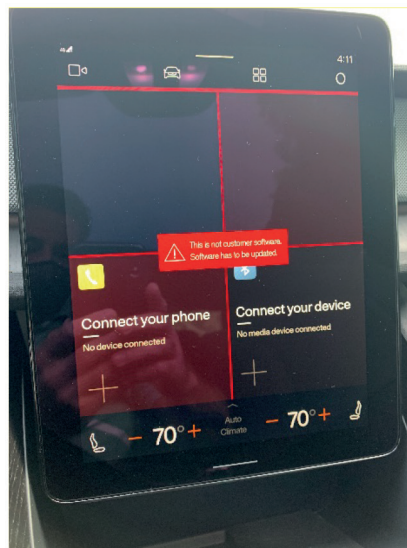
You will notice that the amperage adjustment in the center screen should be matched to the output of an AC charger but does not matter for DC fast charging.

As part of the PDS, always check the customer's or business owner's request for SoC (State of Charge) in the high voltage battery.



Figure 2. Do not confuse HVB SoC and 12V batt SoC

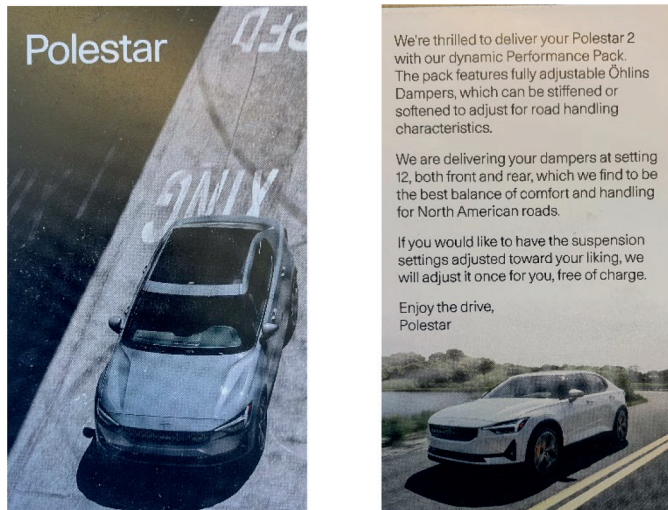
**DO NOT LET THIS VEHICLE GO IF YOU FIND THIS SCREEN AFTER PERFORMING SOFTWARE**



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## Performance Package – Suspension Settings

The Polestar 2 vehicles specified with the Performance Package have adjustable Öhlins dampers. The global factory settings for these dampers is 8 clicks for the front dampers and 8 clicks on the rear dampers. These settings have been market adapted for the US and Canadian markets to 12 clicks on the front dampers and 12 clicks on the rear dampers to make a more comfortable ride on the North American road surfaces. When checking the settings as part of the PDS process, please set to 12 and 12. As the ultimate setting is down to customer preference, please add a Suspension Settings information card to each performance pack car at PDS. A batch of these cards has been sent to your retailer by FedEx. See below for an example. Adjust settings per VIDA.

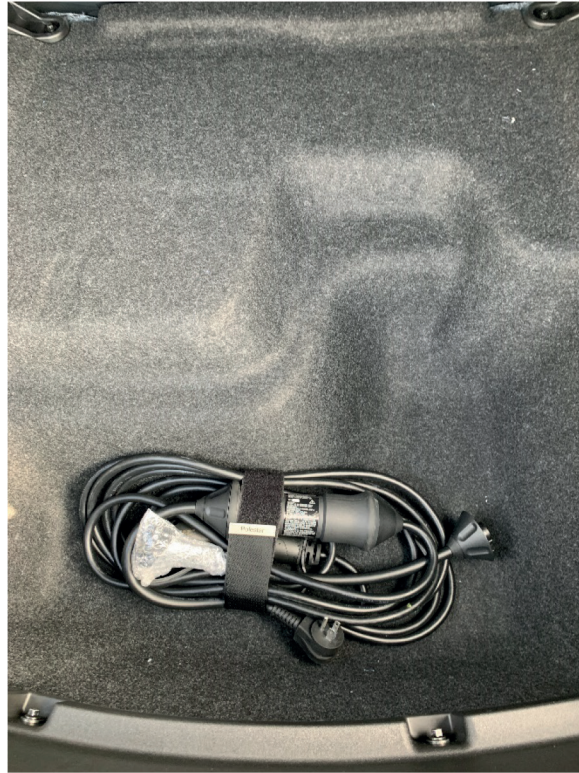


**ONLY DRILL HOLES AND INSTALL THE FRONT LICENSE PLATE BRACKET  
IF THE CUSTOMER'S STATE OF REGISTRATION REQUIRES A FRONT PLATE.**



*Figure 3. Placement of front license plate frame and hardware in right rear cargo area if the customer's state of registration does not require a front plate.*

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*Figure 4. Place charge cable under trunk floor. Wrap with velcro strap if it has one*



*Figure 5. Placement of Polestar screen cleaning cloth in center console cupholder*

***There are two different packages for MY 2021 Polestar 2; Pilot Plus and Performance.  
Noted below are some of the differences.***

The performance package has Öhlins dampers, gold seatbelts, tire valve stem caps, and brake calipers, as well as 20" forged alloy wheels, and high gloss black roof segment.

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*Figure 6. Gold seatbelt on Performance Package*



*Figure 7. Performance wheel with Brembo brakes and gold valve stem cap. Valve stem caps should be added at PDS if not installed already*

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Figure 8. Pilot plus wheel with standards brakes



Figure 9. Check toolkit for performance package

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Figure 10. Check toolkit for Pilot Plus



Figure 11. Jack is above toolkit, either package

### PDS2PS Claiming Instructions:

The PDS2PS claim should only be submitted once the PDS software has been checked and updated as required. This must be done +/- 10 days of the customer handover/retail date.

Long Form Claim

Claim Type: PDS2PS

CSC: XW

CC: 98

Main Op: 01711

Time: .5

**Please note:** The Polestar 2 – Temporary Retailer PDS Process (SMB 17-001P) and test drive are no longer required for vehicles with a wholesale date of December 11, 2020 and later.