

Service Manager Bulletin

TITLE:

Polestar 2 - Retailer PDS process

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The Polestar Pre-Delivery Service (PDS) process is split into 2 parts. The first part is the main vehicle inspection and functional checks. The warranty claim for PDS1PS is automatically generated and paid when the vehicle is shipped to your retailer location from the port. The PDS1PS claim pays 1.3 hours. For your internal RO you can use Operation code 01710 however no warranty claim submission is required.

The second part of the PDS is called PDS2PS. This must be completed within 10 days prior to the customer handover date of the vehicle. This is to ensure the latest vehicle software is loaded, the vehicle is detailed and in perfect condition prior to the customer handover. A warranty claim must be submitted for PDS2PS, see the end of this document for the claiming instructions.



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

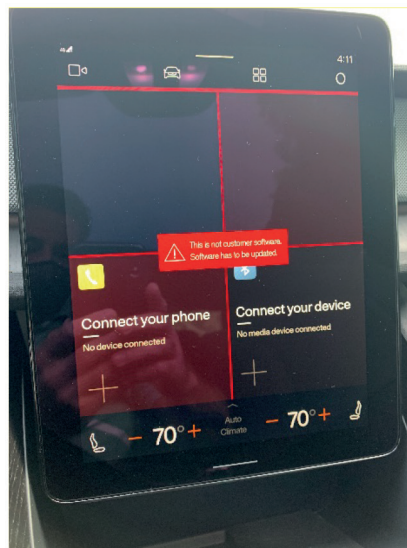
You will notice that the amperage adjustment in the center screen should be matched to the output of an AC charger but does not matter for DC fast charging.

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 14 clicks on the front dampers and 15 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 14 and 15. 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