

Parts Bulletin

TITLE:

**Service Action S10138: Cert Reload
Model Year 2021-2022 Polestar 2**

**GROUP:
3**

**NO:
S10138**

**CAR MARKET:
United States and Canada**

**REVISIONS:
2nd Paragraph text updated**

**ISSUE DATE:
2021-11-19**

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2021-11-19**

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Reference Bulletin: QB S10138

Polestar Automotive USA, Inc. on behalf of Polestar Performance AB, have decided to launch Service Action S10138 on certain model year 2021-2022 Polestar 2 vehicles.

Polestar investigations have identified an issue with digital certificates which renders the car unable to accept an Over-The-Air update (a manual update at retailers is still possible). This may lead to the customer losing connectivity between the vehicle and the Polestar app.

A total of 119 U.S. and 51 Canadian vehicles are eligible for this service action.

The following part numbers apply:

Part Number	Description	Qty
32292674	Total Upgrade PS 2	1
32264753	Change Market Certificate	1

Note: It's important to do a total upgrade BEFORE downloading a new certificate.