# **Service Manager Bulletin**

#### TITLE:

# Factory Scheduled Maintenance (FSM) - Polestar 1

GROUP:	NO: 010P	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-09-17	STATUS DATE: 2022-02-10
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### Scheduled Maintenance for Polestar 1

The service schedule for Polestar is 1 year or 10,000 miles (16,000km), whichever occurs first. The schedule is set out in the Status & Warranty booklet in the car and also on Vida. The vehicle will also notify the customer when to schedule service.

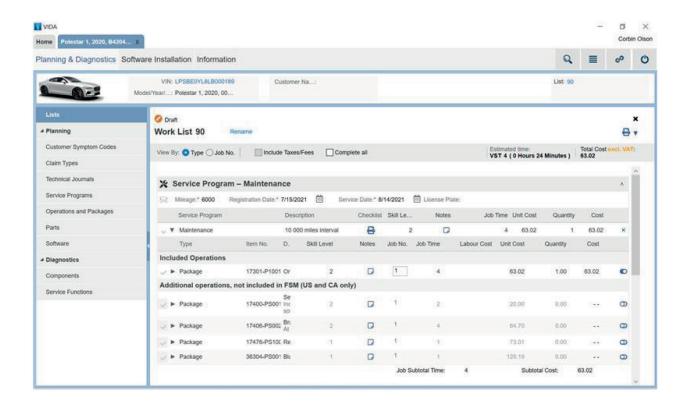
The first scheduled service only is complementary on any Polestar 1 vehicle, with the cost being covered by Polestar to the servicing retailer via a warranty claim. Polestar will cover the cost of a car wash and the parts and labor for the first service.

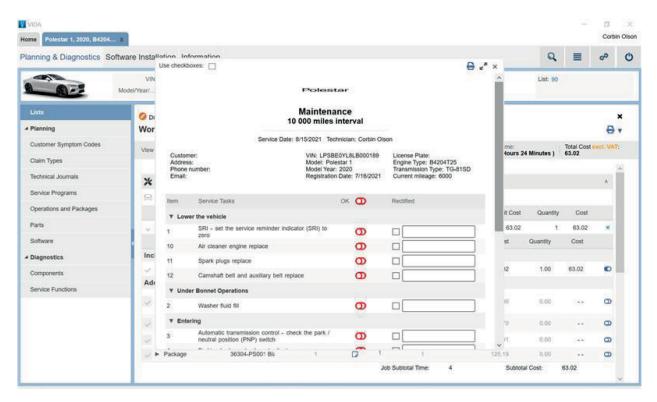
Polestar will also cover the Pick-up & Reunite of the vehicle nationwide. This not only applies to the 1st service but also any subsequent scheduled maintenance while the vehicle is under the manufacturer's warranty which is 48 months or 40,000miles (64,000km) whichever occurs first.

To perform a scheduled maintenance on a Polestar vehicle, follow the instructions in Vida. With the vehicle open in Vida, navigate to Lists -> New List -> Type mileage -> then select the program.

The Print Icon will allow you to create a check sheet for the service to flag each step as 'Done'. This Check List can also be printed out.

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PSC3CW - Polestar 1 Car Wash

97280 Polestar Wash

## PSC3PD - Polestar 1 Pick-up & Delivery

93005 Pick-up and delivery workshop visit

#### PSC3SM - Polestar 1 First Year Service

Operation	eration Description		Main Qty of op
17301	Original Service (main operation) N	1	1
17481	Cleaning inside windscreen		1
36304	Blade windscreen wiper x2 replace		1
Part No			
32282838	WIND SHIELD WIPER	US	1,00 max
31372212	OIL FILTER INSERT	US	1,00 max
8889953	ENGINE OIL	US	8,00 max

#### Service 2.0 Software

In order to give customers the best possible service experience, during factory scheduled maintenance please update Polestar 1 software in VIDA if software is available.

### Checking software availability before service visit

Software availability can be checked before a vehicle readout, if desired, by using the **Search** tab in VIDA. The VIN is entered then click **Select**. Navigate to the **Software Installation** tab and then **Available Installations and Upgrades**. If software is available, several part numbers may be available. If software is not available VIDA will have text that says "No software information found"

## Claiming Instructions for the update only as a separate claim

Claim type:

**SWUPGPS** 

Labor operation:

36004

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Cause code:
1C
Customer Symptom code
98
Time:

0.7

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