

Service Manager Bulletin

TITLE:

Factory Scheduled Maintenance (FSM) - Polestar 1

GROUP: 00	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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VIDA Home Polestar 1, 2020, B4204... X Corbin Olson

Planning & Diagnostics Software Installation Information

VIN: LPSBE0YL8LB000189 Customer Na... List: 90
Model/Year: Polestar 1, 2020, 00...

Work List 90 Draft Rename

View By: Type Job No. Include Taxes/Fees Complete all

Estimated time: **VST 4 (0 Hours 24 Minutes)** Total Cost excl. VAT: **63.02**

Service Program - Maintenance

Mileage: 6000 Registration Date: 7/15/2021 Service Date: 8/14/2021 License Plate:

Service Program	Description	Checklist	Skill Le...	Notes	Job Time	Unit Cost	Quantity	Cost
Maintenance	10 000 miles interval	<input checked="" type="checkbox"/>	2		4	63.02	1	63.02

Included Operations

Type	Item No.	D.	Skill Level	Notes	Job No.	Job Time	Labour Cost	Unit Cost	Quantity	Cost
Package	17301-PS001 Or		2		1	4	63.02	1.00	63.02	<input checked="" type="checkbox"/>

Additional operations, not included in FSM (US and CA only)

Package	17400-PS001 Se Inc SO		2		1	2	20.00	0.00	--	<input checked="" type="checkbox"/>
Package	17406-PS000 Brn AI		2		1	4	64.70	0.00	--	<input checked="" type="checkbox"/>
Package	17476-PS100 Re		1		1	1	73.01	0.00	--	<input checked="" type="checkbox"/>
Package	36304-PS001 Bl		1		1	1	125.18	0.00	--	<input checked="" type="checkbox"/>

Job Subtotal Time: 4 Subtotal Cost: 63.02

VIDA Home Polestar 1, 2020, B4204... X Corbin Olson

Planning & Diagnostics Software Installation Information

VIN: LPSBE0YL8LB000189 Model/Year: Polestar 1, 2020, 00... List: 90

Maintenance 10 000 miles interval

Service Date: 8/15/2021 Technician: Corbin Olson

Customer: Address: Phone number: Email: VIN: LPSBE0YL8LB000189 Model: Polestar 1 Model Year: 2020 Registration Date: 7/16/2021 License Plate: B4204T25 Engine Type: TG-81SD Transmission Type: TG-81SD Current mileage: 6000

Use checkboxes:

Item	Service Tasks	OK	Rectified
Lower the vehicle			
1	SRI - set the service reminder indicator (SRI) to zero	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10	Air cleaner engine replace	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11	Spark plugs replace	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12	Camshaft belt and auxiliary belt replace	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Under Bonnet Operations			
2	Washer fluid fill	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Entering			
3	Automatic transmission control - check the park / neutral position (PNP) switch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Package	36304-PS001 Bl	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Job Subtotal Time: 4 Subtotal Cost: 63.02

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Claim type:

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	Description	Main	Qty of op
17301	Original Service (main operation) M		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