

Quality Bulletin

TITLE:

**Service Action S10223 - Forward Looking Camera (FLC2) Update
Model Year 2021-2023 Polestar 2**

GROUP: 72	NO: S10223	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States	
REVISIONS:			ISSUE DATE: 2023-04-13	STATUS DATE: 2023-04-13
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A. SERVICE ACTION S10223 DESCRIPTION

Polestar Automotive USA Inc. on behalf of Polestar Performance AB, have decided to launch Service Action S10223 on certain model year 2021 – 2023 Polestar 2 vehicles.

Polestar investigations have identified that a software issue was introduced which may result in an error when writing the encryption keys to the Forward-Looking Camera 2 (FLC2).

As a result, the software download may put the FLC2 in an unresponsive and unrecoverable state.

The corrective action will differ depending on the outcome of the software upgrade. Service Points are to perform a Total Upgrade. If the download is successful, **no further action is required**. If the upgrade is **not successful**, the FLC2 is to be replaced. Vehicles tagged for S10223 are not part of the current Over-The-Air (OTA) deployment.

NOTE: We expect the failure rate of the camera to be low. The FLC2 camera should only be ordered/ replaced if the download fails. Service Points should not order parts for stock.

A total of 6 U.S. vehicles are eligible for this service action.

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B. VEHICLES INVOLVED

NOTE: SERVICE POINTS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Service Action S10223 FLC2 Update” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10223 has not been completed. Eligibility can also be confirmed in VIDA.

All vehicles must be checked for any incomplete Recalls, Service Campaigns, or Service Upgrade. All open Recall, Service Campaign or Service Action repairs must be completed.

C. PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have this Service Action completed. Vehicle eligibility must be confirmed as outlined in Step B. above.

D. PARTS / PARTS RETURN

Please refer to Parts Bulletin S10223.

NOTE: We expect the failure rate of the camera to be low. The FLC2 camera should only be ordered/replaced if the download fails. Service Points should not order parts for stock.

E. OWNER NOTIFICATION

No Owner Notification.

F. VEHICLES IN INVENTORY

Vehicles in Service Point inventory must be completed prior to sale.

G. SERVICE POINT RESPONSIBILITY

All vehicles qualifying for this Service Action must be repaired prior to a customer taking possession of the vehicle.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Level 2 Technician.

I. REIMBURSEMENT PROCEDURES & ALLOWNACE

Service Action S10223 claims should be submitted using the LONG FORM application only.

Claim Type: S10223
Cause Code: 02
CSC Code: XW
Main OP: 99940-2
Failed Part No: 32292674 (Total Upgrade Polestar 2)

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Operation Number	Repair Description	Qty	Labor Time
99940-2	Software downloading acc. To QB	1	0.5
97828-2	Camera (FCL2) replace acc.To QB (incl. FLC2 Reload) **Only required for camera replacement	1	0.9

Labor times provided are current at the time of release and are subject to change: Claims will be paid at the time in effect on the repair date.

IMPORTANT NOTE: The repair will differ depending on the outcome of the software upgrade.

Steps:

1. Perform a Total Upgrade.
2. If the upgrade is successful, **no further action is required**. S10223 has been satisfied and the vehicle can be release back to the customer. If the upgrade is **not successful** due to the FL2 (can be visualized by a red exclamation mark beside the FLC2 in the installation window) proceed with steps 3-5.
3. Replace the FLC2.
4. Perform the FLC2 Reload.
5. Perform a Total Upgrade if applicable.