

Quality Bulletin

TITLE:

**Service Action S10227: Polestar Software Update
Model Year 2021-2023 Polestar 2**

GROUP: 3028	NO: S10227	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: U.S. & CA	
REVISIONS:			ISSUE DATE: 2023-04-21	STATUS DATE: 2023-04-21
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A. SERVICE ACTION S10227 DESCRIPTION

Polestar Automotive USA Inc. on behalf of Polestar Performance AB, have decided to launch Service Action S10227 on certain model year 2021 – 2023 Polestar 2 vehicles.

Polestar investigations have identified that vehicles are unable to receive Over-The-Air (OTA) updates due to old or conflicting software.

To remedy the concerned vehicles, Polestar will perform a software upgrade to enable OTA updates.

A total of 1,162 U.S. and 117 Canadian 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 S10227 Software Update” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10227 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 S10227.

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 S10227 claims should be submitted using the LONG FORM application only.

Claim Type: S10227
Cause Code: 02
CSC Code: XW
Main OP: 99940-2
Failed Part No: 32292674 (Total Upgrade Polestar 2)

Operation Number	Repair Description	Qty	Labor Time
99940-2	Software downloading acc. To QB	1	0.5