

Polestar

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POLESTAR  
WARRANTY POLICY  
AND PROCEDURES  
USA & CANADA

# Polestar

## WELCOME

This Polestar Warranty Policy and Procedures Manual is designed to provide retailers with all the information they need to offer Polestar customers with the customer service they've come to expect.

This manual is essential for your retail staff – it has the information you need to ensure you're providing fair, consistent warranty service to your customers. You'll find detailed information on the responsibilities of Polestar Automotive USA, LLC (POLESTAR USA) and Polestar Automotive Canada, retailers, and vehicle owners when it comes to warranty coverage.

Applying the provisions of this manual will help to protect the Polestar name and your retailer's reputation. At the same time, the practices outlined here will help us to ensure customer satisfaction. Please access this manual through Polestar Nebula. Papercopies will not be distributed – by keeping this manual in electronic form, we can update it in a timely fashion.

This version supersedes all previous versions of the Polestar Warranty Policy and Procedures Manual.

## TIPS

This WPPM has been streamlined to include warranty coverage and claim types in the body of the document and an expanded Appendix where you'll find a list of helpful warranty-related SMBs, procedures, and forms.

To search within the PDF, use the program's search box either by clicking it directly or pressing "Control + F" on your keyboard.

Information changes frequently, please always refer to the SMBs on the Polestar Nebula Portal for the most recent updates.

## DISCLAIMER

The information provided in this manual is based on the latest information available at the time of publication.

Polestar reserves the right to make changes at any time, to include but are not limited to program cancellations and policy changes. Any policy or program updates published in any Polestar SMB, TJ, QB etc. after this publication will supersede the information provided in this manual. Updates to this manual will be made periodically.

The most recent electronic data will always prevail.

## **U.S. DEALER VEHICLE INSPECTION PROCESS AND INLAND TRANSPORT DAMAGE CLAIMS PROCESS INSTRUCTIONS**

Dealers must refer to the Polestar Vehicle Transport Damage Manual found on Polestar Nebula. The manual is a comprehensive document for new vehicle delivery, inspection and damage claims processing policy and procedures.

## **CANADIAN INLAND DAMAGE CLAIMS**

Refer to the Transport Damage Manual found on Polestar Nebula.

## **POLESTAR TMA WARRANTY PARTS HANDLING GUIDEBOOK**

Please refer to the complete Polestar TMA Warranty Parts Handling Guidebook. It can be found by navigating to the Polestar Nebula > Service/Operations > TMA Warranty Parts Handling Guidebook.

## Table of Contents

<b>Section 1: Polestar Warranty Basics.....</b>	<b>6</b>
DEFINITIONS.....	7
DETAILS: NEW CAR LIMITED WARRANTY (U.S.) AND NEWCAR WARRANTY (CANADA).....	7
STOCK VEHICLES.....	13
MISSING/INCORRECT PARTS/ACCESSORIES.....	14
VEHICLE SYSTEMS AND COMPONENTS.....	14
ADJUSTMENTS.....	20
BATTERY – ORIGINAL EQUIPMENT.....	21
SEATBELT AND SUPPLEMENTAL RESTRAINT SYSTEMS.....	22
CORROSION PROTECTION WARRANTY.....	28
BRANDED TITLE – VOIDS.....	30
POLESTAR INTERNATIONAL WARRANTY.....	31
<b>Section 2: Claim Preparation and Submission Procedures.....</b>	<b>32</b>
DEALER MANAGEMENT SYSTEM (DMS).....	33
WARRANTY CLAIM PROCESS.....	33
ELECTRONIC CLAIM APPEAL PROCESS.....	35
CLAIM SPECIFICS.....	36
REPEAT OR RELATED CONCERN PROCESS (RRC).....	40
REPAIR ORDER COMPLETION.....	42
CUSTOMER SYMPTOM CODES (CSC) AND CAUSE CODES.....	44
CONDITION REPAIR TEXT.....	47
CLAIM DENIAL AND APPEAL OVERVIEW.....	54
GOODWILL AND WARRANTY PRIOR APPROVAL APPLICATION.....	54
LATE CLAIM POLICY.....	55
NO PROBLEM FOUND (NPF).....	57
LABOR REIMBURSEMENT.....	58
<b>Section 3: Retailer Responsibilities and Records .....</b>	<b>60</b>
CLAIM CHECKING.....	61
WEEKLY SERVICE TRANSACTION STATEMENT.....	62
WARRANTY LABOR RATE.....	65
LEGAL ISSUES.....	71
<b>Section 4: Recalls and Service Campaigns .....</b>	<b>74</b>
DEFINITIONS.....	75
FINDING FIELD SERVICE ACTION INFORMATION ON THE POLESTAR NEBULA PORTAL.....	75
VEHICLE ELIGIBILITY.....	76
CUSTOMER REIMBURSEMENT.....	76
<b>Section 5: Goodwill Claims .....</b>	<b>78</b>
POLESTAR GOODWILL POLICY – US & CANADA.....	79

**Appendix ..... 84**

INTRODUCTION..... 85

SERVICE MANAGER BULLETINS..... 85

ELECTRONIC REPAIR ORDER DMS REQUIREMENTS..... 86

WARRANTY AND TMA CONTACT INFO ..... 91

WARRANTY STATUS CHANGE REQUEST FORM..... 92

ACTIVE CLAIM ERROR REPORT..... 93

DAILY PAID CLAIMS REPORT..... 93

PRIOR APPROVAL CLAIMS..... 171

VEHICLE REGISTRATION REQUEST..... 172

RETAILER FACILITY LABOR RATE REQUEST..... 173

POLESTAR WARRANTY POLICY AND PROCEDURES MANUAL

# Section 1: Polestar Warranty Basics

## DEFINITIONS

Polestar Automotive USA, LLC (POLESTAR USA) and Polestar Cars Canada warrant that repairs required to Polestar passenger vehicles due to defects in material or workmanship and occurring under normal use will be made at no charge for parts and/or labor during the warranty period.

### Limitations and disclaimers

All of the warranties (limited, United States only) in this manual are subject to the following limitations and disclaimers:

- Polestar's written warranty is exclusive and in lieu of all other warranties, whether oral or written, expressed or implied.
- No implied warranty of merchantability or fitness for a particular purpose shall apply except during the applicable periods of this limited warranty in the United States or warranty in Canada.
- Polestar does not authorize any individual or corporation to create for it any obligation, liability, or other warranty in connection with this vehicle.
- Polestar shall not be liable for incidental, special, consequential, or other similar damages arising out of any breach of this written warranty.
- Polestar shall not be liable for any damages caused by delay in delivery or furnishing of any products and/or services.
- Polestar's liability, if any, for products(s) furnished under the warranty shall in no event exceed the cost of correcting defects in the product(s) as herein provided and upon the expiration of this warranty, any such liability shall terminate.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state, province to province. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

### Missing/Incorrect parts/accessories

A New Car Limited Warranty claim is used to obtain reimbursement for the following: a claim that covers missing or incorrect parts or accessories occurring during vehicle production (e.g., mismatched front seats/upholstery, mixed brand tires, component or assembly designed and manufactured to non-North American specifications such as European spoiler or headlights). When this occurs, the retailer is entitled to reimbursement from Polestar to correct the problem, if the condition is noted within 90 days of customer receipt of the vehicle.

Authorization must be obtained from your Polestar Regional Representatives for this type of claim. Please refer to the next section for claim submission information.

## DETAILS: NEW CAR LIMITED WARRANTY (U.S.) AND NEWCAR WARRANTY (CANADA)

### Parameters/Warranty coverage

The Polestar New Car Limited Warranty – U.S. and New Car Warranty – Canada applies to new Polestar passenger cars used for non-commercial purposes (i.e., personal/family use). The vehicle must have been originally invoiced and wholesaled by POLESTAR USA and registered and normally operated in any of the 50 states of the United States, the District of Columbia, or any of the provinces of Canada.

### New vehicles warranty

#### COVERAGE

4 years/50,000 miles/80,000 km, whichever occurs first.

## WARRANTY START DATE

The warranty starts on the date the vehicle is sold/delivered to the first retail purchaser or put into service.

Any remaining portion of the warranty is fully transferable to subsequent owners free of charge.

Certain components are covered by specific warranties, such as the Federal Emissions Warranty. Once the specific warranty period is over, these components will be covered under the remaining New Vehicle Limited Warranty.

## Retailer demonstrator vehicles warranty

### COVERAGE

Vehicles placed into retailer demonstrator or loaner service will receive the remainder of the New Car Limited Warranty period when retailed.

It is the selling retailer's responsibility to advise the first retail purchaser of the date the demonstrator was placed into service and the remaining New Car Warranty coverage.

### WARRANTY START DATE

While used as a retailer demonstrator or loaner vehicle, the applicable New Car Warranty begins only if the retailer registers the vehicle with Polestar. If a demonstrator vehicle is not registered, warranty claims cannot be processed for credit.

NOTE: Vehicles must be registered as retail or demo if:

- Wholesale and Service retailer are equal and mileage exceeds 300 miles /480 km.
- Wholesale and Service retailer are different and mileage exceeds 500 miles /800 km.

## Warranty Quick Reference Guide

Polestar Limited Warranties	All Polestar Vehicles	Polestar 1 Only	Notes
New Car Warranty 4 years/50,000 miles/80,000 km	✓		
Battery Warranty (12 volt, Remote Keyless Entry, Back-up Battery) 4 years/50,000 miles/80,000 km	✓		
High Voltage Battery 8 years/100,000 miles/160,000 km	✓		
High Voltage Battery California: 10 years/150,000 miles		✓	
Adjustment Coverage 1 year/12,000 miles/20,000 km	✓		
Seat belts and S.R.S. 5 years/unlimited mileage/kilometers	✓		
Corrosion Protection. 12 years/unlimited mileage/kilometers	✓		
Carbon Fiber Delamination 12 years/unlimited mileage/kilometers		✓	
Polestar Connect Subscription with Roadside Assistance, U.S./Canada 4 years/unlimited mileage/kilometers	✓		
Genuine Polestar Accessories Warranty 4 years/50,000 miles/80,000 km	✓		<p>Polestar- approved accessories purchased and installed by a Polestar retailer as part of the new vehicle purchase, the warranty period is 4 years or 50,000 miles/80,000 kilometers, whichever occurs first.</p> <p>If a Polestar-approved accessory or part is installed by a Polestar retailer after the new vehicle purchase, it will be warranted for the balance of the New Vehicle Limited Warranty period, or for a period of 2 years from the date of installation, whichever is longer.</p> <p>Accessories or parts purchased but not installed by a Polestar retailer will be covered for two years from the date the part was originally purchased.</p>
EMISSION SYSTEM WARRANTIES U.S.: Performance and Defect Warranty (including California) Performance * – 3 years/50,000 miles Short Term* – 2 years/24,000 miles Long Term – 7 years/70,000 miles		✓	* Polestar continues coverage under The New Car Warranty to 4 years or 50,000 miles/80,000 km, whichever occurs first.
Polestar International Warranty – As noted by market code	✓		If a vehicle is relocated to a market other than the U.S. or Canada, upon application of warranty transfer, the new market warranty provision takes effect on that vehicle.

## Modified vehicles coverage

Vehicle modification or installation of non-genuine Polestar parts/accessories does not void the Polestar New Car Limited Warranty unless it is shown that the modification or device contributed to the failure of systems or parts. Warranty coverage for the altered part and/or the failed part and any parts/systems damaged as a result will be void.

Any failed component that has been altered from its original design by either modification or installation of additional equipment must be thoroughly inspected and tested to determine whether the alteration itself caused or contributed in any way to the failure.

Whenever a warranty repair is required on modified vehicles, you should take the necessary steps to determine the eligibility of the warranty before the actual repair work is performed and notify the owner of the warranty coverage. For clarification, contact your Polestar Regional Representative.

The New Car Limited Warranty does not apply to major modifications, such as stretching the vehicle base to produce a limousine, unless repairs are confined to components or systems totally unrelated to the modification. Repairs ineligible for Polestar warranty coverage should be addressed with suppliers.

## Racing vehicles coverage

Racing a Polestar vehicle in any competitive event is not considered normal use as defined in the Owner's Manual. Warranty coverage, therefore, would not apply to the failure of any component/system or replacement part or accessory resulting from such usage.

## Warranty repairs

Warranty repairs required as a result of defects in material or workmanship and brought to the attention of an authorized Polestar retailer by an owner will be performed by an authorized Polestar retailer only, at no charge during the warranty period.

To obtain repairs under warranty, the owner must contact an authorized Polestar retailer and explain the condition. The owner should have the Warranty and Maintenance Records Information Manual and service records available.

Diagnosis and evaluation of symptoms and conditions will be made by an authorized Polestar retailer. Only repairs/diagnosis deemed by the retailer to be covered under warranty will be made within a reasonable period of time during normal business hours.

Parts will be repaired or replaced, at Polestar's discretion, by authorized Polestar retailers. Only Genuine Polestar new or remanufactured parts that have been sold, supplied, or approved by POLESTAR USA must be used. These Polestar approved parts meet the same design and quality standards as those components originally installed in the car. All parts replaced will become the property of Polestar for technical material analysis or other usage.

All warranty claims, including those that require authorization, are subject to:

- Verification of data.
- Parts testing.
- Audit.

NOTE: Only those operations that are specifically authorized will be paid.

## General

Replacement of a complete assembly during the warranty period is permissible only when one or more of the following conditions exist:

- The cost (unit plus labor) of replacing the complete assembly is less than the cost of rebuilding by repairing/replacing the failed parts.
- A Genuine Polestar exchange component is available, and Polestar determines that the component cannot be rebuilt.

- Polestar issues instructions to replace the complete assembly rather than rebuild it.
- Complete assembly replacement is required by a specialized warranty (e.g., Seatbelt and SRS Limited Warranty).
- The component is unavailable at the time of repair because of a critical back order situation.

## Expendable items

Warranty reimbursement rates and quantity limits for the parts listed, with the exception of the oil part numbers and R134A and R1234YF refrigerant are set by Polestar's Parts Department and based on the pricing in effect on the repair date. For the most current pricing, retailers must refer to the parts system.

Retailers should only use a Polestar part number on claims for items purchased directly from Polestar. Failure to follow this policy will result in claim adjustments.

## What is not warrantied

### TIRES

Tires are not warranted by Polestar. Refer to additional information later in the Section.

### PARTS

Parts replaced free of charge under terms of the New Car Limited Warranty are not subject to the warranty coverage of the Genuine Polestar Replacement Parts and Accessories Warranty. Those parts will be warranted for 90 days or the remainder of the New Car Limited Warranty, whichever is greater.

### WEAR AND TEAR ITEMS

As part of the vehicle's normal service and maintenance requirements, certain parts need to be replaced due to wear and tear. Since these parts are consumed at varying rates, replacement is based on the operation and condition of the car and on fixed schedules under normal operation and use of the vehicle. These items include, but may not be limited to, the following list: filters, fuses, belts, brake pads, wiper blades, shock absorbers, floor mats, and upholstery.

Replacement of these items is the owner's responsibility, with the exception of those items covered during the Adjustments coverage period, under the terms of the New Vehicle Limited Warranty Brake Pad Wear Policy, or where specific manufacturing defects may be demonstrated. Refer to the "Adjustments" section in this section for details.

### DAMAGE

The following types of damage are not covered by warranties:

- Damage, misuse, collision, and incomplete or improper maintenance.
- Damage to the interior (soft trim, upholstery, and seating areas) resulting from normal wear and tear, misuse, or negligence.
- Vehicles with damage of severe nature and/or declared to be a total loss by an insurer.
- Damage that is environmental in nature to the vehicle's surface that is beyond Polestar's control, such as airborne fall-out (including chemicals, tree sap, etc.) or other atmospheric conditions, road hazards, stone chips, hailstones, or other acts of nature. Exterior painted surfaces are covered by the Corrosion Protection Limited Warranty.
- Damage/Breakage of glass (unless it occurs because of defects in material or workmanship).

### FAILURES

The following failures are not covered by warranties:

# Polestar

- Failures or defects resulting from the use of parts not sold or approved by Polestar, or used parts, or the resultant damage to associated parts or systems.
- Failures resulting from misuse, negligence, overloading, modifications, accidents, or racing.
- Failures or defects resulting from incorrect diagnosis by an independent repair shop.

## REASSEMBLED OR REPAIRED VEHICLES

Reassembled or repaired vehicles that have been substantially reassembled or repaired from parts obtained from another vehicle previously in operation are not covered.

## USE OF NON-APPROVED FUEL AND/OR OIL OR OTHER FLUIDS

Use of fuel and/or oil or other fluids that do not meet the Polestar-approved standards set forth in the Owner's Manual, Warranty and Maintenance Records Information Manual, or Polestar Service literature.

## ODOMETER TAMPERING

Repairs on vehicles for which the true odometer mileage cannot be readily determined are not covered.

## INCONVENIENCE/INCIDENTAL CHARGES

The loss of vehicle use, loss of time, telephone calls, towing, lodging, car rental, food, and other incidental and consequential damages are not warrantied.

## ROUTINE MAINTENANCE AND SERVICES

Repairs that are required because of a lack of maintenance or improper maintenance are not covered. Correct maintenance procedures are referenced in the Owner's Manual and Warranty and Maintenance Records Information Manual.

## Owner's responsibilities: maintenance and servicing

The owner is responsible for the following maintenance requirements:

- The operation, maintenance, and care of the vehicle according to the instructions and requirements listed in the Owner's Manual and Warranty and Maintenance Records Information Manual.
- Parts/Systems that require seasonal servicing or replacement at recommended maintenance intervals, such as (but not limited to) cleaning, polishing, lubricants, and replacement of consumable and wear items.
- The cost of parts and/or labor for required maintenance services, including (without limitation) items listed for the model's initial service and subsequent maintenance service intervals.
- Keeping a copy of all Repair Orders and receipts, as well as a record of all maintenance services performed. Records of these services will be required for substantiation of proper maintenance.

If a vehicle is not properly maintained/serviced as outlined by POLESTAR USA, it can affect warranty coverage. Please refer to the vehicles Warranty and Maintenance Records Information manual for specific disclaimers.

## STOCK VEHICLES

### Storage

Stock vehicles that are stored by the retailer must be properly protected. Long-term storage should be inside; short-term may be outside. When vehicles are stored outside:

- Do not park vehicles under trees or power lines.
- Protect the exterior finish from prolonged inclement weather, including harsh or violent storms and temperature extremes as well as from any adverse environmental conditions, such as industrial fallout, which your area may experience.
- Wash the vehicles periodically to ensure that no paint damage occurs as a result of prolonged exposure.
- Ensure that all electrical items are turned off.
- Secure all doors and windows.
- Inflate tires to maximum pressure.
- Ensure that batteries are charged and maintained. Batteries that fail on stock vehicles and require service or replacement due to improper storage or maintenance, are the dealer's responsibility and are not to be submitted for warranty claim reimbursement.

For further details on Stock Maintenance, refer to Stock Maintenance Checklist in VIDA.

### Parts replacement on non-retailed vehicles

Because of defects in material or workmanship, new vehicles in stock may require repair work to components. Exchange parts cannot be used.

Only warranty repairs required because of defects in material or workmanship will be considered.

Defects found while the vehicle is in retailer stock must be repaired prior to sale/delivery to the owner.

If repair procedures are permitted according to policy, you use only new Genuine Polestar replacement parts. Exchange parts cannot be used. Use of parts other than new Genuine Polestar replacement parts will result in claim denial/debit.

Warranty repairs (due to defects in materials/workmanship) to new stock vehicles can be claimed only if:

Wholesale and servicing retailers are identical, and the vehicle mileage is less than:

- 300 miles/480 km.
- OR
- Wholesale and servicing retailers are different, and the vehicle mileage is less than 500 miles/800

km. If vehicles exceed these mileages, the vehicle must be registered.

Some states have legislated "disclosure" requirements (e.g., the retailer must disclose to the customer during retail negotiations exactly what repairs were performed on the vehicle). Please consult your legal representative to determine whether you are subject to such legislation.

### Battery

- High Voltage Battery: Under the New Vehicle Limited Warranty, the original equipment high voltage battery is covered against defects in parts and labor for eight (8) years or 100,000 miles/160,000 kilometers, whichever occurs first\*.

\*Polestar 1 California Hybrid battery coverage is ten (10) years or 150,000 miles, whichever occurs first.

## MISSING/INCORRECT PARTS/ACCESSORIES

A claim can cover missing or incorrect parts or accessories occurring during vehicle production (e.g., mismatched front seats/upholstery, mixed brand tires, components, or assemblies designed and manufactured to non-North American specifications such as European spoiler or headlights). When this occurs, the retailer is entitled to reimbursement from Polestar to correct the problem.

This claim must be submitted within 90 days of customer receipt of the vehicle.

Claims for missing/incorrect parts must use claim type INCOPS, cause codes 11 or 12, and require your Polestar representative's authorization (authorization prefix 09).

## VEHICLE SYSTEMS AND COMPONENTS

The components/systems listed are covered by specific Polestar warranties:

- Basic New Car Coverage.
- Major Assembly Coverage.
- Adjustments Coverage.

The term "Basic New Car Coverage" refers to coverage of repairs that result from defects in material and/or workmanship on original Polestar equipment, Genuine Polestar parts or accessories, or special tools.

Adjustments, which are refinements to the original factory fittings and alignment, and which are required as part of the break-in period, will be made during the Adjustments Coverage Period. Exceptions are items covered under normal maintenance services, including Pre-Delivery or items excluded in the New Vehicle section. The duration of the adjustment coverage is twelve (12) months or 12,000 miles/20,000 kilometers, whichever occurs first.

The term "Adjustments" as used in this warranty refers to minor repairs not usually associated with the replacement of parts or normal maintenance service items. Parts which are covered for replacement because of wear during the Adjustments Period only are: brake pads, brake rotors, and shock absorbers. These items may also be covered under the Basic Warranty Period if manufacturing defects cause the failure. Examples of labor only repairs which are covered during the Adjustments Period are wheel balancing, window regulator adjustment, and hood adjustment.

In the charts that follow, the check marks (✓) in the columns under "Warranty Coverage" designate the specific warranties that apply to each component or system.

The Comments section points out the specific warranty applications and/or reservations of the designated warranties:

1. Limitations (specific components covered under the Major Assembly Coverage) and
2. Exclusions (adjustments, normal maintenance services are not covered).

NOTE: Although a check mark may appear, you must also reference the Comments section to determine if specific coverage limitations are noted.

# Polestar

COMPONENTS AND SYSTEMS	4 YEARS/50,000 MILES/80,000 KM	ADJUSTMENTS COVERAGE	COMMENTS
Headlight Adjustment		✓	After Adjustments Coverage Period, owner’s maintenance responsibility.
Windshield Washers	✓	✓	Cleaning required due to fouling of jet nozzles is the owner’s responsibility.
Wipers System and Motor Linkage	✓	✓	
Electrical Wiring	✓		<p>Correction of electrical shorts or open circuits resulting from defects in material or workmanship is subject to the terms of Basic Warranty Coverage.</p> <p>Some types of electrical repairs cannot be assigned specific time allowances or Operation Numbers in the VST in VIDA. These types of repairs require identification of the actual time by general operation numbers to qualify for warranty reimbursement (repairs must be time-punched on the RO to substantiate the labor time).</p> <p>When submitting the warranty claim for electrical wiring repairs:</p> <ul style="list-style-type: none"> <li>• Use the specific operation established in the VST in VIDA for replacement of a complete wiring harness, or refer to the Wiring Chart for the appropriate general operation number.</li> <li>• Provide the most applicable CSC/cause code to describe the condition. Do not use the term “short” exclusively.</li> <li>• Important: Refer to the VST in VIDA for wiring and diagnostic operation numbers. All other requirements for claim completion and submission apply.</li> </ul>
Audio Equipment and Accessories	✓		<p>Coverage includes Head Unit, screen, speakers, antenna, etc.</p> <p>Defects due to improper installation of accessories are not covered.</p>

# Polestar

COMPONENTS AND SYSTEMS	4 YEARS/50,000 MILES/80,000 KM	ADJUSTMENTS COVERAGE	COMMENTS
Axle Shafts (Final Drive)	✓		Major assembly coverage applies to axle shafts.
Brake System	✓		Major Assembly Coverage applies to repair/replacement of master cylinder and booster, discs/rotors, calipers, lines, fittings, seals and gaskets, hand brake mechanism and cables, and proportioning valve or as specified by Polestar.
Brake Pads	✓	✓	<p>Warranted only if manufacturing defect is clearly evident or if pads are replaced in conjunction with related warrantable repairs, or as specified by Polestar.</p> <p>Replacement due to normal wear, noise, and/or abuse from driving habits is not covered.</p> <p>Replacement due to excessive or premature wear as outlined in VIDA. Refer to SMB 51-002P for complete brake pad wear policy information.</p>
Brake System Bleeding	✓		Warranted only when related to a repair under warranty.
ABS System	✓		
Steering, Rack/Pinion, Steering Rods, Tie Rod Ends, Power Steering Pump, Seals and Gaskets.	✓		No rebuilding of steering rack.
Front-End Alignment and Multilink Rear Axle Alignment		✓	May be aligned only once during the adjustments coverage period. Warranted only when related to a repair under warranty that requires an alignment to complete the repair or as specified by Polestar.
Wheel Balancing		✓	Wheel balancing is covered once during the adjustment coverage period.

# Polestar

COMPONENTS AND SYSTEMS	4 YEARS/50,000 MILES/80,000 KM	ADJUSTMENTS COVERAGE	COMMENTS
Suspension	✓		Applies to strut housing, upper/lower control arms, stabilizer bars, ball joints, bushings and springs.
Shock Absorbers	✓	✓	Adjustments coverage includes replacement due to wear.
Tires			<p>Tires are warranted by the OE tire manufacturers. Refer to the manufacturer's distributors or retailers.</p> <p>Under the terms of the Magnusson-Moss Warranty Act, retailers are required to provide copies of all Warranty information. Polestar supplies tire warranty booklets for all new Polestar. Retailers should detail this information to the owner at the time of delivery.</p> <p>Note: The National Traffic and Motor Vehicle Safety Act, 15 USC 1421, ET SEQ., requires manufacturers and dealers of new and retreaded motor vehicle tires to maintain records of the names and addresses of first purchasers. This facilitates notification to the purchaser if a production run fails to comply with applicable Federal Motor Vehicle Safety Standard and a recall is necessary.</p> <p>The National Traffic and Motor Vehicle Safety Act applies to dealers if they:</p> <ol style="list-style-type: none"> <li>1. Sell new or retreaded tires.</li> <li>2. Install new tires on vehicles sold new or used.</li> <li>3. Replace damaged tires.</li> </ol> <p>Retailers will not be required to register tires on new vehicles unless the original equipment tires are replaced. Retailers will be required to register all other tires sold, including those added or replaced on new vehicles. If you are selling different brands of tires, please contact your suppliers for further details.</p>
Hubs/Bearings	✓		
Wheels	✓		Replacement as a result of damage caused by hazardous road conditions is not covered. Retailer installed Genuine Polestar wheels are covered by the Spare Part Warranty or for the term of the New Car Warranty, whichever is longer.

# Polestar

COMPONENTS AND SYSTEMS	4 YEARS/50,000 MILES/80,000 KM	ADJUSTMENTS COVERAGE	COMMENTS
Exterior Trim	✓		Warranted only if material is defective (e.g., discoloration or peeling). Scratches, dents, and damage from collision and exposure are the owner's responsibility.
Adjustment of Doors, Door Locks, Hood, Trunk, and Trunk Lock		✓	Adjustments related to improper pre-delivery service will not be considered for warranty reimbursement.
Weather Stripping and Other Rubber Items	✓		Warranted only if material is defective. Warranted only for defects (e.g., seam separation).
Soft Trim, Upholstery, and Seating Areas	✓		Materials that are faded, cut by a foreign object, abused, or worn are the owner's responsibility.
Polestar Special Tools			12-month coverage from the date purchased (SMB 00-437 P).
Water Leaks	✓		Warranted only if failure of a Polestar part because of faulty material or workmanship is evident.
Air Conditioning	✓		Recharging air conditioning is only covered in conjunction with a warrantable repair to the A/C unit.
Glass	✓		<p>Applies to defects in the glass that affect the driver's field of vision, such as discoloration, air bubbles, separation of the laminate (windshield), or any other unacceptable distortion.</p> <p>Does not apply to the moderate degree of distortion that is inherent in rear windows and in the compound curvature areas of windshields.</p> <p>Neither the New Car Limited Warranty nor the Spare Parts Replacement and Genuine Polestar Accessories Limited Warranty cover replacement of glass because of breakage (other than as a result of projected damage**), sand pits or haze, stone nicks, scratches or chips, and similar types of damage.</p> <p>**"Projected damage" relates to a line of stress (e.g., a stress crack) caused by an imperfection in the window frame opening or by poor installation. This condition usually becomes evident shortly after a vehicle is received by the retailer or shortly after it is placed into service. Glass damage caused by a manufacturing defect in the molding or other specifically related part of the vehicle is subject to warranty coverage. Before replacing glass, retailers should correct the defect causing the glass damage, as recurrent damage is not covered by the warranty.</p>

COMPONENTS AND SYSTEMS	4 YEARS/50,000 MILES/80,000 KM	ADJUSTMENTS COVERAGE	SEATBELT AND SRS	CORROSION	COMMENTS
Seatbelt System/ Supplemental Restraint System (SRS)			✓		<p>Some maintenance requirements are the owner's responsibility.</p> <p>Replacement of a seatbelt system/SRS component deployed as a result of collision is not covered under the 5-year Seatbelt System and Supplemental Restraint System Limited Warranty.</p>
Paint Sheet Metal				✓	<p>Warranted against actual paint defects that give an unsightly appearance to the vehicle; requires authorization.</p> <p>Chips, scratches, dents, nicks, rubs, surface mars, and stains that occur during transportation should be taken care of by the dealer during the PDS. Since these conditions are not manufacturing defects, they are not covered under the New Car Warranty. If the same conditions occur after the vehicle is in the hands of the owner, it is the owner's responsibility.</p>

## ADJUSTMENTS

### What is covered

#### COVERAGE PERIOD

The New Car Limited Warranty adjustment coverage period is 12 months or 12,000 miles, whichever occurs first.

#### PARTS

Examples of parts covered for replacement during the adjustments period only are:

- Shock absorbers.

NOTE: Brake pads are covered for excessive/premature wear only under the 1 year, 12,000 Mile adjustments warranty.

#### LABOR

Examples of labor-only repairs covered during the adjustments period are:

- Wheel balancing.
- Window regulator adjustment.
- Headlamp adjustment.

#### UNUSUAL ADJUSTMENTS

Unusual adjustments/repairs that require significant amounts of time, are not part of scheduled maintenance, or are specifically excluded will receive consideration under warranty if the required adjustment/repair has not resulted from an oversight or incomplete repair by the retail facility during PDS or routine maintenance service.

#### QUALIFICATIONS FOR COVERAGE

An Adjustments coverage claim may be submitted for reimbursement if the repair is to correct a condition that falls under the specific time of the Adjustment Warranty and that does not include normal maintenance or items covered under PDS.

### What is NOT covered

This policy does not cover adjustments performed during PDS.

### Adjustment's coverage policy specifics

12 months/12,000 miles, whichever occurs first.

This policy covers adjustments to the original factory fittings and alignments that are required during the break-in period. It does not cover adjustments performed or items replaced during the PDS.

The following are specific applicable adjustments (additional adjustments may be covered – please contact the Warranty department):

- Door hinge, adjustment.
- Front-end alignment (only once under the adjustments coverage).
- Parking brake, adjust.
- Headlight adjustment.
- Hood hinge, adjust.
- Hood latch cable, adjust.

- Independent rear suspension.
- Steering wheel alignment.
- Toe-in, check and adjust.
- Trunk/tailgate lid, adjust.
- Wheel balancing.
- Window regulator, adjust.
- Windshield washer jet.
- Wiper blades, adjust.

## BATTERY – ORIGINAL EQUIPMENT

### What is covered

Under the New Car Limited Warranty, the original equipment 12 volt and support batteries are covered against defects for the term of the New Car Warranty.

### What is NOT covered

For vehicles in dealer inventory, batteries that require replacement due to improper storage or maintenance will not receive warranty consideration and are not to be submitted for warranty claim reimbursement.

### High Voltage battery

Under the High Voltage Battery Limited Warranty, the original equipment high voltage battery in your Polestar vehicle is covered against defects in parts and labor for eight (8) years or 100,000 miles/160,000 kilometers, whichever occurs first.<sup>1</sup>

#### NOTE

Batteries are subject to natural wear out due to ageing and usage. If the battery capacity is lower than 70% of original status (according to specification) at 8 years or 100,000 miles/160,000 kilometers, whichever occurs first, the battery will be replaced free of charge.

<sup>1</sup>

California Hybrid Battery coverage on Polestar 1 vehicles only, is ten (10) years or 150,000 miles, whichever occurs first.

## SEATBELT AND SUPPLEMENTAL RESTRAINT SYSTEMS

### What is covered

#### PERIOD OF COVERAGE

The warranty period is five (5) years with no mileage limitation. It begins with the date the vehicle is sold/delivered to the first retail purchaser or put into service, whichever occurs first. Any remaining portion of the warranty is fully transferable to subsequent owners free of charge.

#### MODELS/YEAR VEHICLES

This warranty applies to vehicles sold by POLESTAR USA and registered and normally operated in any of the 50 states of the United States, the District of Columbia, or any of the provinces of Canada.

#### COVERAGE

Repairs will be performed free of charge during the 5-year warranty period with exceptions below.

Any defect that affects the function of the SRS system (that makes the SRS light go on) will be covered by the SRS Warranty. Issues with the seatbelt not latching or the buckle being broken will be covered.

### What is NOT covered

Repairs will be performed free of charge during the 5-year warranty period, except for: cases of vehicle abuse, misuse, negligence, tampering, improper installation, collision, or deployment due to impact. Seatbelt system and supplemental restraint system components that show evidence of this type of damage will not be covered.

#### VEHICLE COLLISION

Replacement of the seatbelt system or supplemental restraint system components after a vehicle has been involved in a collision.

#### INCONVENIENCE/INCIDENTAL CHARGES

The loss of vehicle use, loss of time, inconvenience, or other incidental charges, such as telephone calls, towing, lodging, car rental, or food or other consequential damages, will not be covered except where required by law.

## What Is NOT warranted

### TIRES

- Tires fitted to the vehicle as original equipment are warranted separately by the tire manufacturer. Therefore, any adjustments must be handled through their authorized service outlet.
- The applicable tire warranty booklet is in the Owner's Wallet.

### ROUTINE MAINTENANCE AND SERVICES

- Repairs which are required because of a lack of maintenance or improper maintenance. Correct maintenance procedures are referenced in your Owner's Manual or the Warranty and Maintenance Records Information booklet.
- Scheduled or unscheduled maintenance services, excluding those services covered in the United States only by Polestar's Complimentary Factory Schedule Maintenance (FSM) Program.

### DAMAGE/DETERIORATION/CORROSION

- Vehicles severely damaged and/or declared to be a total loss by an insurer.
- Vehicles substantially reassembled or repaired from parts obtained from another vehicle previously in operation.
- The use of fuel and/or oil, or other fluids which do not meet the Polestar-approved standards as set forth in the Owner's Manual and Polestar Service Literature.
- Failures resulting from misuse, abuse, negligence, overloading, modifications (including the electronic management system(s), accidents, or racing.
- Defects or failures resulting from the use of new parts not sold or approved by Polestar, or used parts, or the resultant damage to associated parts or systems.
- Defects or failures resulting from incorrect diagnosis by an independent repair shop.
- Failures resulting from continued operation of the vehicle after a warning light, gauge reading, or other indication advises of a mechanical or operational problem (e.g., dash instrumentation indicates overheat, loss of oil pressure).
- Environmental damage to the vehicle's surface which is beyond Polestar's control, such as airborne fall-out (including chemicals, tree sap, etc.) or other atmospheric conditions, hailstones, road hazards, stone chips or other acts of nature. Exterior painted surfaces are covered by the Corrosion Protection Limited Warranty.
- Damage to the interior (soft trim, upholstery, and seating areas) resulting from normal wear and tear, misuse, abuse, or negligence.

### GLASS

Glass breakage, unless it occurs because of defects in material or workmanship.

### ODOMETER TAMPERING

Repairs on vehicles for which the true odometer mileage cannot be readily determined.

### INCONVENIENCE/INCIDENTAL CHARGES

The loss of vehicle use, loss of time, telephone calls, towing, lodging, car rental, food, and other incidental and consequential damages.

## Exceptions

### VEHICLE OPERATION LIMITS

If the vehicle has been in operation for more than 24 months or 24,000 miles/40,000 km, Polestar will remedy only those non-conformities resulting from failure of components that have been installed for the primary purpose of reducing vehicle emissions and that were not in general use prior to 1968.

### UNCERTIFIED REPLACEMENT PARTS

Polestar may deny an Emission Performance Warranty claim on the basis of an uncertified replacement part used in the maintenance and repair of a vehicle if the part in question is either defective in material or workmanship or not equivalent from an emission standpoint to the original equipment part. (See further reference to this under "Owner's rights and responsibilities.")

### IMPROPER MAINTENANCE AND USE

An Emission Performance Warranty may be denied on the basis of non-compliance by a vehicle owner with the written instructions for proper maintenance and use. Polestar will not deny a warranty claim solely because there is no record of maintenance; however, Polestar may deny a warranty claim if failure to perform maintenance resulted in the failure of a warranted part. In addition to the foregoing policy, a "Retailer Certificate of Conformity" is included in the Warranty and Maintenance Records Information Manual.

## What is NOT warranted

### REQUIRED MAINTENANCE SERVICES

As specified in the Owner's Manual and Warranty and Maintenance Records Information Manual, items that affect emissions and require scheduled replacement (such as spark plugs, filter, hoses, and belts) are warranted up to their first replacement interval only. Once these parts have been replaced at the scheduled interval, they are considered regular maintenance items.

### MALFUNCTIONS

In any part caused by any of the following: misuse, improper adjustments, modification, alteration, tampering, disconnection of system parts, and improper, inadequate, or non-maintenance.

### DAMAGE

Resulting from accidents, acts of nature, and events beyond the control of Polestar.

### FUEL/FLUIDS

The use of fuel and/or oil or other fluids that do not meet the Polestar-approved standards set forth in the Owner's Manual, Warranty and Maintenance Records Information Manual, or Polestar Service literature. Only unleaded gasoline may be used in catalytic converter-equipped vehicles.

### UNIDENTIFIABLE ODOMETER MILEAGE

Repairs on vehicles for which the true odometer mileage cannot be readily determined.

### NON-GENUINE Polestar PARTS

The cost incurred from the use of parts other than Genuine Polestar replacement parts or Genuine Polestar remanufactured parts for maintenance, repair, or replacement affecting components of the emission control system. Use of replacement parts that are not equivalent to Polestar quality may impair the effectiveness of emission control systems. If other than Genuine Polestar parts or Genuine Polestar authorized remanufactured parts are used for maintenance, repair, or replacement of components affecting emission control, owners should obtain assurances that parts are warranted by their manufacturer to be equivalent to Genuine Polestar parts in performance and durability. Polestar assumes no liability under this warranty for parts other than Genuine Polestar parts or Genuine Polestar remanufactured parts. However, the use of non-replacement parts does not invalidate the warranty on other components unless the non-Polestar parts cause damage to warranted parts or systems.

## LOSS/INCONVENIENCE

Any loss of time, inconvenience, loss of vehicle use, or commercial loss.

## Owner rights and responsibilities

### MAINTENANCE AND REPAIRS

Owners are advised to have all recommended maintenance and repairs completed. The owner may elect to have maintenance, repair, or replacement of the emission control devices and systems performed by any automotive repair establishment or individual.

### SERVICE RECEIPTS

Service receipts covering the performance of regular maintenance should be retained by the owner for reference and confirmation purposes.

### REPLACEMENT PARTS

The owner may elect to use parts, other than Genuine Polestar parts or Genuine Polestar authorized remanufactured parts, which have been certified by the part manufacturer for such maintenance, replacement, or repair without invalidating this warranty. The cost of such service or parts, however, will not be covered under the warranty.

### EMERGENCIES

If an emergency occurs and no authorized Polestar retailer is available, owners may have repairs performed at any available service establishment. Polestar will reimburse the owner for such repairs (including labor in most cases) that are covered under this warranty. Replaced parts and paid invoices must be presented at the Polestar retail facility as a condition of reimbursement for emergency repairs not performed by a Polestar retailer.

### OWNER ASSISTANCE (Polestar 1 Only)

Polestar wants to help ensure that the Emission Warranty is properly administered. In the event an owner has questions regarding warranty service, retailers should contact their Polestar sales representative on the owner's behalf.

Owners may obtain further information concerning this warranty or report violations of its terms by contacting Director, Field Operations and Support Division (6406J), Environmental Protection Agency, 401 "M" Street, S.W., Washington, DC 20460.

### Failure of an EPA-approved emission test (Polestar 1 Only)

An Emission Performance Warranty claim may be submitted immediately upon the failure of an EPA-approved emission test if, as a result of that failure, an owner is required to take action of any kind in order to avoid imposition of penalty or sanction.

The owner must bring their vehicle to any authorized Polestar retailer. When determining whether an owner has complied with the written instruction for proper maintenance and use, Polestar may require an owner to submit evidence of compliance only with those written maintenance instructions for which Polestar has an objective reason for believing:

- Were not performed.
- If not performed, could be the cause of the particular vehicle's exceeding applicable emission standards.

Failure by the retailer to notify the owner of a decision to honor or deny a warranty claim within thirty (30) days from the time the vehicle is presented for repair shall result in Polestar being responsible for repairing the vehicle without charge to the vehicle owner, unless such failure is attributable to the vehicle owner, or to events that are beyond the control of the vehicle manufacturer or repair facility.

## What is NOT warranted

### REQUIRED MAINTENANCE SERVICES

Specified in the Owner's Manual and Warranty and Maintenance Records Information Manual. Items that affect emissions and require scheduled replacement are warranted up to their first replacement point. Once these parts have been replaced at the scheduled replacement point, they are no longer covered by warranty.

### MALFUNCTIONS

In any part caused by misuse, improper adjustments (by other than a Polestar retailer during warranty repair work), modification, alteration, tampering, or disconnection of system parts.

### DAMAGE

Resulting from accidents, acts of nature, or events beyond the control of Polestar.

### FUEL/FLUIDS

The use of fuel and/or oil or other fluids that do not meet the Polestar approved standards as set forth in the Owner's Manual or Maintenance Records manual.

### UNIDENTIFIABLE ODOMETER MILEAGE

Repairs on vehicles for which the true odometer mileage cannot be readily determined.

### NON-GENUINE Polestar PARTS

Parts other than Genuine Polestar replacement or remanufactured parts used for maintenance, repair, or replacement affecting components of the emission control system.

### LOSS/INCONVENIENCE

Any loss of time, inconvenience, loss of vehicle use, or commercial loss.

## Owner rights and responsibilities

### MAINTENANCE AND REPAIRS

The vehicle must be maintained and operated under normal use in accordance with Polestar's written instructions that are detailed in the Owner's Manual and Owner's Maintenance Records Manual for proper maintenance and use. Items and conditions listed under "What is NOT warranted" are excluded, if any of these conditions exist. Polestar will repair, adjust, or replace a part when performing a repair under warranty.

Polestar will not deny a warranty claim solely because the owner has no record of maintenance. However, Polestar may deny a warranty claim if the owner's failure to perform all required maintenance resulted in the failure of a warranted part.

### SERVICE RECEIPTS

Covering the performance of regular maintenance must be retained by the owner for reference and confirmation purposes.

### REPLACEMENT PARTS

While it is recommended that any replacement parts be Genuine Polestar parts or Genuine Polestar remanufactured parts, the owner may elect to have maintenance, replacement, or repair of the emission control devices and systems performed by any automotive repair

# Polestar

establishment or individual. They may also elect to use parts other than Genuine Polestar parts or Genuine Polestar remanufactured parts for such maintenance, replacement, or repair without invalidating this warranty. The cost of such service parts, however, will not be covered under the warranty except in an emergency.

Parts that are not equivalent to Polestar quality may impair the effectiveness of emission control systems. If other than Genuine Polestar parts or Genuine Polestar remanufactured parts are used for maintenance, replacement, or repair of components affecting emissions, the owner should obtain assurances that such parts are warranted by their manufacturer to be equivalent to Genuine Polestar parts in performance and durability.

## EMERGENCIES

If an emergency occurs and no authorized Polestar retailer is available, repairs may be performed at any available service establishment or by any individual, using any replacement part. When a warranted part is not available within thirty (30) days or the repair cannot be completed within thirty days, repairs may be performed at any available service establishment or by any individual, using any replacement part.

Polestar will reimburse the owner for emergency repairs (including diagnosis) that are covered under this warranty. The expenses, however, cannot exceed our suggested retail price for all warranted parts replaced and labor charges, based on Polestar's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and paid invoices must be presented at a Polestar retail facility as a condition of reimbursement for emergency repairs not performed by a Polestar retailer.

## OWNER ASSISTANCE

## CORROSION PROTECTION WARRANTY

### What is warranted

The Polestar vehicle's original painted body sheet metal panels are warranted to remain free of defects in design, material, or workmanship under normal use and operating conditions.

### The warranty period

The warranty period begins with the date the vehicle is sold/delivered to the first retail purchaser or put into service, whichever occurs first. Any remaining portion of the warranty is fully transferable to subsequent owners free of charge, provided the terms of the warranty have been followed.

### Application

This warranty applies to all vehicles sold by POLESTAR USA or Overseas Delivery (OSD)/Global Special Sales (GSS) vehicles sold by Polestar Car Corporation and registered and normally operated in any of the 50 states of the United States, the District of Columbia, or any of the provinces of Canada.

### What is NOT warranted

The following are not covered under this warranty:

- Driveline, steering, braking or suspension components, bumpers, wheels, wheel covers, and mirrors.
- Damage to the body caused by accident, misuse, negligence, alteration, or fire.
- Damage resulting from stone chipping, mechanical damage, scratches, dents, industrial fallout, environmental damage (including but not limited to chemicals, tree sap, etc., or other atmospheric conditions), hailstones, road hazards, or other acts of nature, and un-repaired accident damage.
- Acid damage.
- Damage due to improper storage.
- Improper or substandard repair work.
- Defects or failures resulting from the use of new parts not sold or approved by Polestar, or used parts, or the resultant damage to associated parts or systems.
- Damage created as a result of improper re-treatment of components following repair.
- Normal aging of paint because of use, exposure, and climate, including oxidation, fading, etc.
- Rust-proofing products special note: The application of additional rust-proofing products at the time of new car purchase is not recommended by Polestar. If non-Polestar products are chemically incompatible with the Polestar factory-applied protection, they could cause problems that would result in voiding this warranty.

### Warranty repairs

Under the terms of the Corrosion Protection Limited Warranty, only an authorized Polestar retailer will repair or replace, at Polestar's discretion, the affected body sheet metal panel(s) free of charge. Repairs will be made within a reasonable period of time during normal business hours.

# Polestar

In the event of an accident, the owner must ensure that the following conditions are met in order to maintain coverage under this warranty:

- Repairs are performed to Polestar standards.
- Only Genuine Polestar new replacement parts are installed.
- Undercoating and/or rust proofing is re-applied wherever necessary as per Polestar-approved rust prevention materials.

## Owner responsibilities

It is the owner's responsibility to retain all maintenance and repair documentation. To avoid potential deterioration, the retailer must be notified as soon as possible of any problems with the painted surfaces.

## BRANDED TITLE – VOIDS

### Warranty cancellation

POLESTAR USA reserves the right to cancel the New Vehicle Limited Warranty in part or in total on damaged new vehicles that cannot be repaired and sold as new units. These include vehicles damaged because of an accident or natural disaster. The warranty may also be cancelled on vehicles that have had substantial damage or been declared a total loss by an insurance company. This excludes all service campaigns and recalls. Service campaigns and recalls must be performed on these vehicles and submitted through the Retailer DCS system.

Portions of the warranty may also be canceled due to abuse, misuse, neglect, accident, or other natural disaster, for example on the engine, powertrain, paint, and electrical. If you encounter a vehicle that has any of the above conditions and is not listed as a warranty void or partial void, provide this information to the Polestar Warranty Help Desk via a Warranty TIE report. Please send complete and detailed information including any documentation that will support your findings.

Polestar reserves the right to inspect all Polestar vehicles involved in accidents, fires, or other catastrophic events and to determine the extent of coverage under our limited warranties.

Polestar suggests that all Vehicle Identification Numbers are checked in the Vehicle Inquiry screen before performing any repairs, to determine if any possible voids have been placed on the vehicle. In most cases, these vehicles will receive a message stating, "Warranty Void" please contact the Warranty department.

### Title branded vehicles

Polestar may cancel the New Vehicle Limited Warranty on any vehicle that has been labeled or branded as "fire," "dismantled," "flood," "junk," "reconstructed," or "salvaged." Polestar may also cancel warranty on any vehicle branded with true mileage unknown

(odometer not showing actual mileage) or vehicles that have exceeded the mechanical limits. Titles are branded by the State Department of Motor Vehicles and reported to Polestar by R.L. Polk and/or CARFAX.

### Title corrections: Reinstating warranty coverage procedure

In the event a vehicle is improperly voided, the following procedures must be followed. Title corrections must be made through the state that originally branded the title and must have an issue date later than the brand date. The corrected title should then be forward along with a copy of the Warranty Status Change Request Form (example on the next page), to the Polestar Warranty Dept. Send a copy of the clear title and a detailed request via Polestar Warranty support case.

# POLESTAR INTERNATIONAL WARRANTY

## Parameters/Warranty coverage

### VISITING OWNER

If a Polestar is bought and registered in a foreign country but is operating in the United States or Canada, it is covered by the two-year Polestar International Warranty only, regardless of the selling importer.

### TRAVELING OWNER

Should warranty repairs be required while a North American Polestar owner is temporarily traveling abroad, and the repairs are covered under the warranties in the Warranty Information Manual, but not under the two-year International Warranty, payment for the repairs may be required.

The vehicle owner may submit signed Repair Orders and/or bills covering the repair to POLESTAR USA, Customer Service Department for reimbursement after the warranted repair is completed, or to their Polestar retailer upon returning to the United States or Canada.

NOTE: The Polestar International Warranty applies only while the vehicle owner's retailing market warranty is still active.

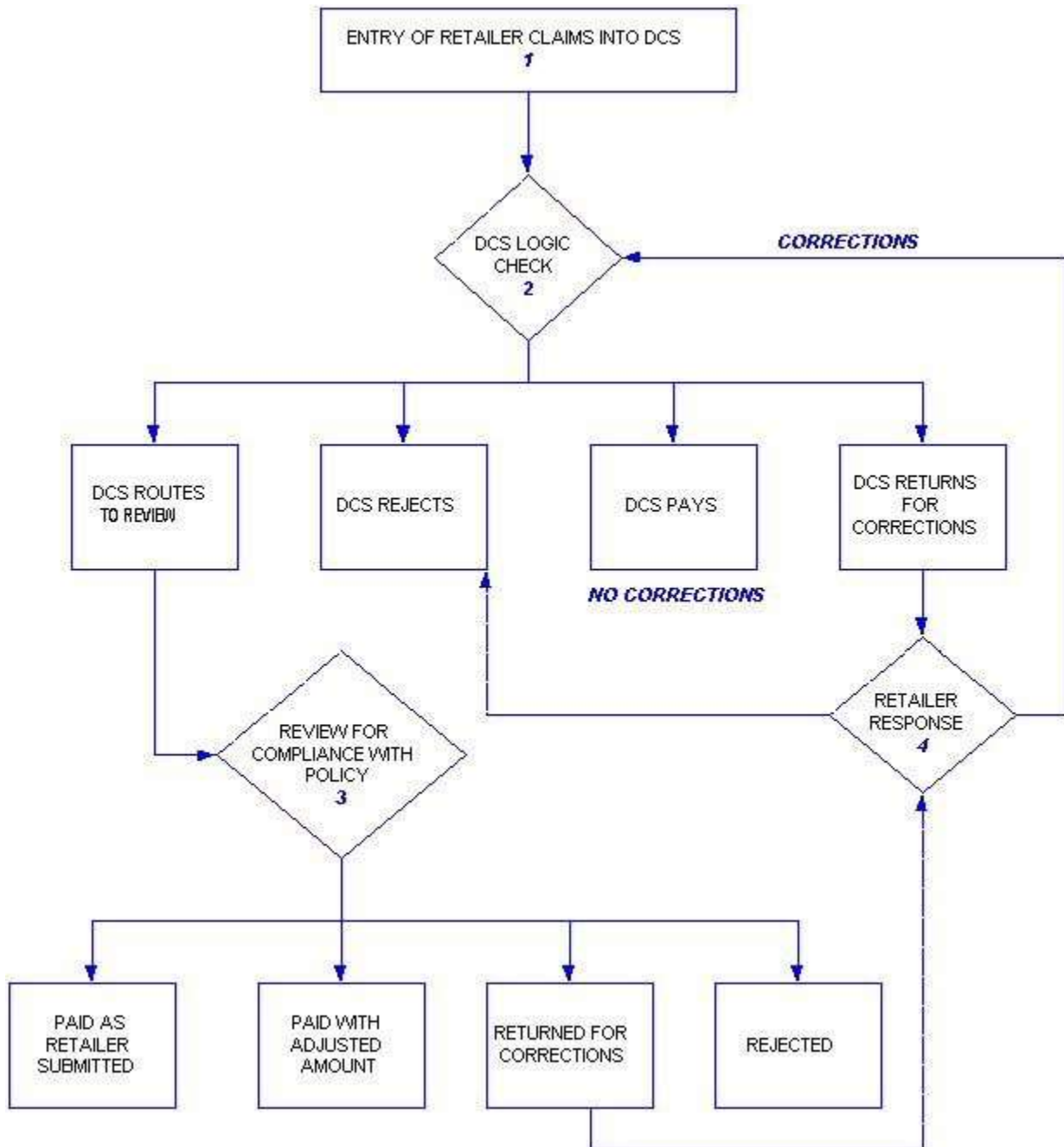
U.S. and Canadian specification vehicles sold by Polestar OSD or GSS for ultimate use in the U.S. or Canada and operating abroad are covered by the Polestar Car USA LLC New Vehicle Limited Warranty or the Polestar Car Canada Limited New Vehicle Warranty.

# Section 2: Claim Preparation and Submission Procedures

## DEALER MANAGEMENT SYSTEM (DMS)

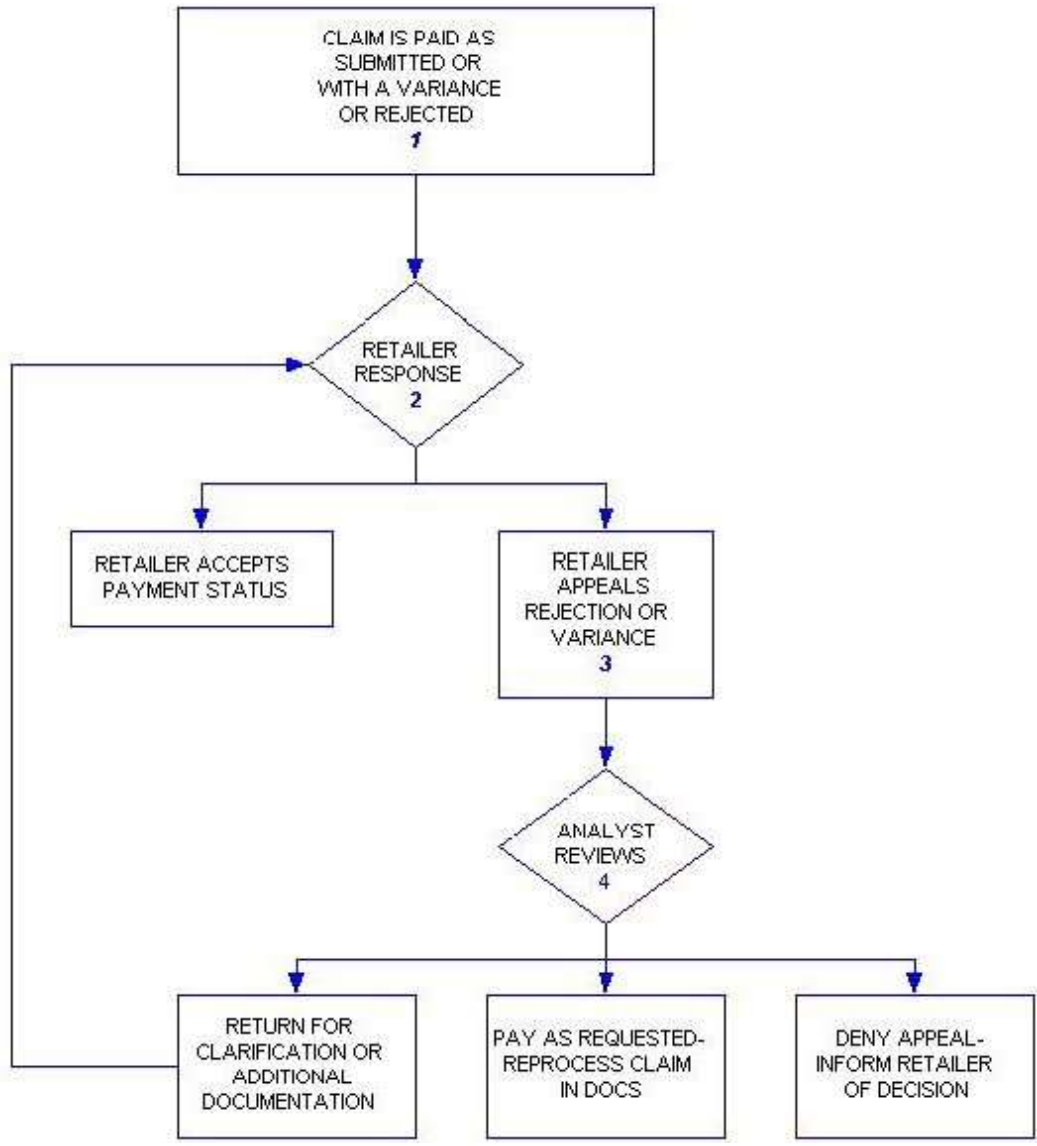
Retailers have a choice of vendors, and instructions may vary. Retailers are responsible to be familiar with their DMS providers claim entry and submission functions. Questions relating to individual DMS systems must be directed to your provider of choice.

## WARRANTY CLAIM PROCESS



1. Entry of retailer claims into DCS: The retailer's Warranty, Goodwill, Recall claims are entered into the DCS system
2. DCS logic check: Claims are run through DCS logic check, and four outcomes are possible. If the logic pays or rejects the claim, the claim is finalized. If the logic routes the claim to analyst review or return the claim for retailer corrections, the payment decision is postponed. Claims may also be returned for review by regional personnel.
3. Review for compliance with policy: Claims routed to analyst review are checked by analysts for corrections and compliance with warranty policies.  
Analyzed claims are either paid as submitted, paid with adjustments, rejected, or returned to the retailer for corrections. Claims may be returned for review by regional personnel.
4. Retailer response: Retailers receive the claims returned for correction and return them with corrections, which routes the claims through the DCS logic checks again. If the retailer fails to correct the claims, the system rejects them.

# ELECTRONIC CLAIM APPEAL PROCESS



1. Claims submitted for reimbursement for vehicle repairs by the retailer are either paid as submitted or with a variance to what was requested, or the claim is rejected.
2. Upon receiving information on the status of finalized claims, retailers either accept the status or appeal the variance or rejection.  
Appealed claims are returned by the retailer for review by an analyst. The retailer must submit an electronic inquiry form with supporting documentation via the Polestar Car Portal application. When submitting appeals, please be sure to provide the following to ensure they are processed as quickly as possible. Those submitted without the required information will be returned, which will delay any adjustments or further consideration.
3. All appeals must be submitted electronically via the application on the Polestar Car Portal.  
All appeals must have a copy of the RO in question attached.  
Appeals requesting additional time must also be submitted with a copy of the tech notes and punch time. If the additional time would require a Rep's authorization, an authorization must be provided with the appeal.
4. An analyst reviews the appeal and makes the decision to pay the claim as requested, deny the appeal, or return the appeal for further clarification or documentation. Appeals will be processed in approximately 15 business days from receipt. You must check the electronic claim appeal application for the status of appeals.

## CLAIM SPECIFICS

A warranty claim is a claim for reimbursement of repairs/adjustments/replacements under the terms of a Polestar warranty (New Car Warranty, Corrosion Protection Warranty, etc.) to correct conditions that are caused by a manufacturing defect (material or workmanship) in a part or system.

To obtain credit for such repairs/adjustments/replacements, a warranty claim must be completed and submitted to the Polestar Warranty Processing Department.

With the exception of claim appeals, and situations where DCS is temporarily unavailable to the retailer, all claims must be submitted through DCS. This is accomplished by entering the required information into a computer and transmitting it electronically to Polestar must receive all claims within 60 days of the repair date. Claims exceeding this time period will not be processed. Please refer to the Late Claim Policy in this section.

### Claim form types

The following forms are computer screen formats for DCS retailers. Manual submission retailers must use paper forms.

#### LONG FORM

The long form is used for all warranty claims and most recall service campaign claims.

#### SHORT FORM

The short form is used for certain recall/service campaign claims. Polestar may adapt the short form application for specific repairs. In these cases, notification will be sent to the retailers.

## Claim Types: 01 – 30

NOTE: Complimentary Factory Scheduled Maintenance (FSM) claim types are listed in separate bulletins on Polestar Nebula.

Warranty claims and claims for programs administered through the Warranty Processing System are identified or distinguished by claim type. A brief description of each claim type-01 through 09 and FSM follows:

- 01 NEW CAR – Applies to all warranty repairs performed in accordance with the terms and conditions of the New Car Warranty Coverage.
- 02 EMISSION – Applies to emission system repairs that occur within the stipulated time period of the Emission and/or Performance Warranty for the model year vehicle, or as directed by state law. Polestar 1 only.
- 03 SEATBELT – Applies to Seatbelt and Supplemental Restraint System repairs that occur after the expiration of the New Car Warranty but within the 5-year Seatbelt and Supplemental Restraint Systems Warranty.
- 05 GOODWILL – Applies to claims not covered under Polestar's warranties that after review and evaluation of the repair are given consideration for Polestar participation in full or partial compensation for the cost of repairing the customer's vehicle.
- 05NT GOODWILL - Applies to claims covered under Polestar's Goodwill Rental Car Assistance and Non- Technical Goodwill Programs as outlined in SMB 00-071 P. – Note Claim type to be added in 2021, use 05 Goodwill Claim Type in the interim.
- 06 SPARE PART COUNTER – Applies to claims for Genuine Polestar parts or accessories that are purchased over the counter and subsequently fail within 24 months from the date of purchase.
- 07 SPARE PART/STOCK – Applies to claims for Genuine Polestar parts or accessories that are taken from retailer stock and found to be defective.
- 08 SPARE PART REPAIR – Applies to claims for repair or replacement of Genuine Polestar parts or accessories that were installed by an authorized Polestar retailer paid for by a retail customer and fail during the warranty period specified for that spare part.
- 30 CORROSION PROTECTION – Applies to claim for body or structural repairs covered by provisions of the Corrosion Protection Warranty.

## Long form usage chart

FIELD	NEW CAR	EMISSION	SEATBELT SRS	GOODWILL	S/P OVER THE COUNTER	S/P FROM STOCK	S/O DEALER INSTALLED	CORROSION REPAIRS	GOODWILL RENTAL CAR ASSISTANCE PROGRAM & NON-TECHNICAL GOODWILL CLAIMS	
CLAIM TYPE	01	02	03	05	06/0 624	07	08/0 8LT	30	05NT*	FSM XXX
REPAIR ORDER #	M	M	M	M	M	M	M	M	M	M
RO DATE	M	M	M	M	M	M	M	M	M	M
VIN	M	M	M	M			M	M	M	M
MILEAGE	M	M	M	M			M	M	M	M
CAUSE CODE	M	M	M	M			M	M	M	M
SYMPTOM CODE	M	M	M	M	M	M	M	M	M	M
PURCHASED PART #					M	M	M	M		
FAILED PART #	M	M	M	M	M	M	M	M	M	M

FIELD	NEW CAR	EMISSION	SEATBELT SRS	GOODWILL	S/P OVER THE COUNTER	S/P FROM STOCK	S/O DEALER INSTALLED	CORROSION REPAIRS	GOODWILL RENTAL CAR ASSISTANCE PROGRAM & NON-TECHNICAL GOODWILL CLAIMS	
CLAIM TYPE	01	02	03	05	06/0 624	07	08/0 8LT	30	05NT*	FSM XXX
SPARE PART DATE					M	M	M			
SPARE PART RO/INVOICE#					M		M			
SUBLET INVOICE #	A	A	A	A			A	A		
CONDITION REPAIR TEXT	M	M	M	M	M	M	M	M	M	M
OPERATION QUANTITY	M	M	M	M	M	M	M	M	M	M
OPERATION #	M	M	M	M	M	M	M	M	M	M
POSITION INDICATOR	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SUBLET INDICATOR	S	S	S	S			S	S	M	N/A
PART QUANTITY	A	A	A	A	M	M	M	A	N/A	M
REPLACE PART # AUTH/PRIOR	A	A	A	A	M	M	M	A		
APPROVAL	A	A	A	M	A	A	A	M	M	N/A

**KEY:**

M = Mandatory Field

S = If sublet repair

A = If applicable based on policy/procedure

N/A = Not applicable at this time

\*See 05NTPS Service Manager Bulletin 00-071

Goodwill/Warranty Authorization: See information in the Goodwill Claims in this manual.

## REPEAT OR RELATED CONCERN PROCESS (RRC)

POLESTAR USA and our Retail Partners share the responsibility to ensure that our customers are not inconvenienced by repeat repair or unplanned service visits that ultimately result in a vehicle out- of service situation.

If a vehicle is in your workshop for service for any repeat /related complaint, or a vehicle is out of service more than 3 calendar days, POLESTAR USA policy requires Retailers to follow the escalation process (RRC Process) outlined in this bulletin.

If a customer is back for a repeat repair, or a repair order is open for longer than three days, then the Service Manager should notify the Polestar Regional Representative and Field Technical Specialist (FTS). The analysis form later in this manual is used to document this process.

If parts are not available within 3 days, then Parts Support (option 2) should be notified.

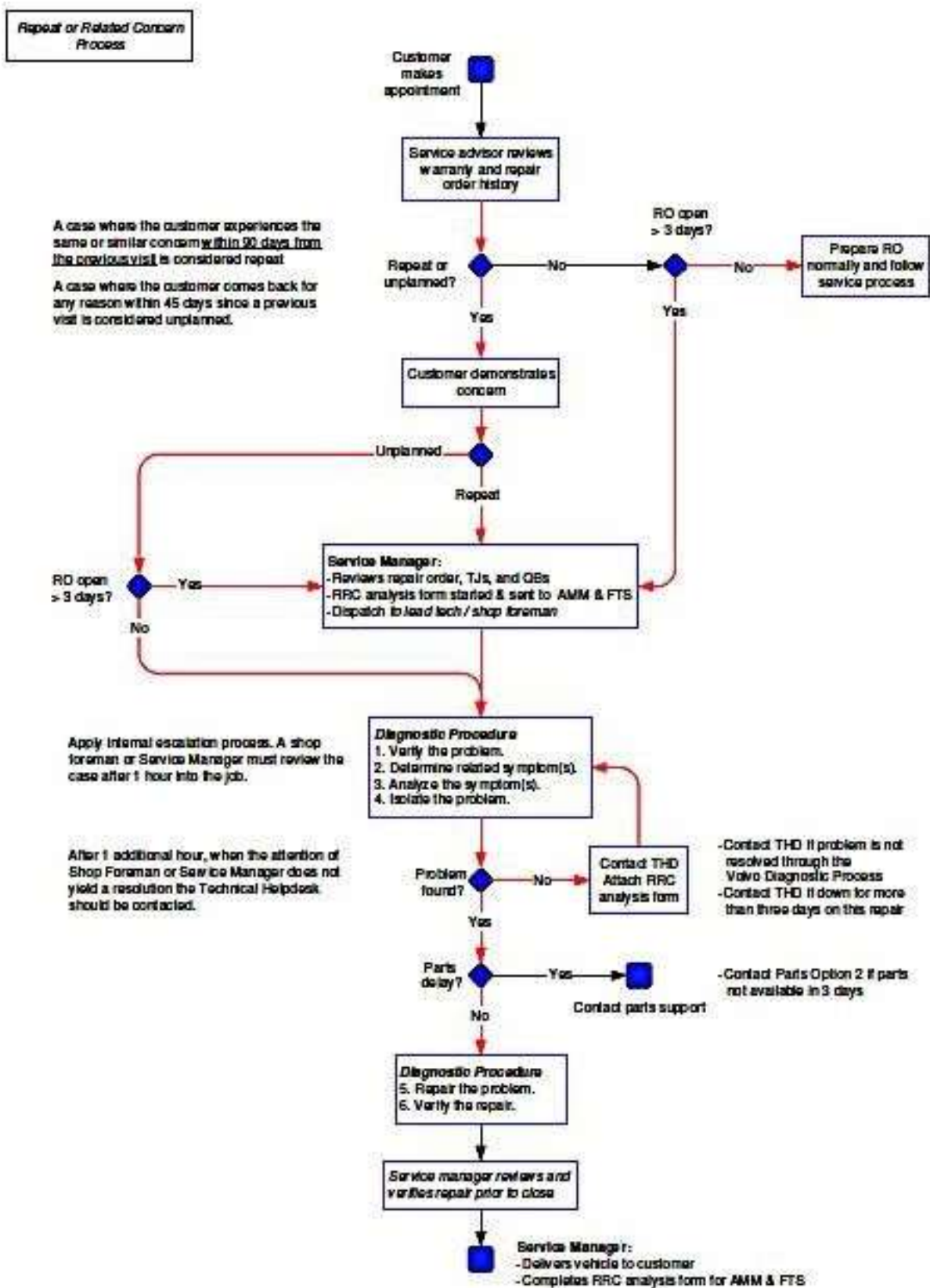
If the problem is not isolated by the lead tech, shop foreman or service manager within the times outlined, then the Technical Help Desk (THD) should be contacted.

*NOTE: Any repair/complaint of a reported condition that has resulted in an accident, property damage, or personal injury or that could result in an accident, property damage, or personal injury must be reported immediately.*

To ensure continued customer satisfaction and decrease costs, we urge you to comply with early notification when involved in any of the service situations outlined in this bulletin. Failure to follow POLESTAR USA policies and procedures may result in requiring retailers to absorb the related expenses if a situation results in a replacement, repurchase or other settlement expenses.

Refer to SMB 00-097 P for more information.

All repairs must follow applicable warranty and audit guideline requirements.



# REPAIR ORDER COMPLETION

## Definition and purpose

The Repair Order is a legal document and contract between the retailer and customer describing repair work to the vehicle. It provides a written price quote, a record of maintenance and repair work performed, and documentation for the customer's service history file. An important control document for the retailer, it outlines repair instructions for the technician, acts as a traffic control document for repair work, authorizes the technician to draw parts, substantiates the technician's pay, and provides a measurement tool for shop efficiency and productivity.

## Claim substantiation and reimbursement requirements

Correct completion of the Repair Order, including:

- Repair Order number.
- Owner's name and address.
- Complete Vehicle Identification Number (VIN).
- Delivery date.
- Name and selling retailer code.
- Repair date (date the Repair Order was initiated).
- Vehicle mileage/kilometers in/out (exception 06/07 claims).
- A brief, but accurate description of work to be performed (complaint, cause, and correction).
- Technician notes including specifications, readings, and repair notes.
- Copy of alignment rack printout if applicable, including date and time of print out consistent with repair.
- Copy of VIDA printout to substantiate diagnostic time, including date and time of print out consistent with repair.
- Labor operation number(s) and labor allowed.
- Parts used, including description, price, and part number.
- Failed part number of the part that caused the failure (exception: labor only claims).
- Cause/Symptom code for each repair (see charts in this section).
- Measure remaining brake pad thickness.
- Statement alerting the customer that the brake pads will, in the retailer's best judgment, require replacement prior to the next scheduled service.
- Customer's signature.
- Identify each claim by writing "A" next to associated item, and "B," "C", etc., next to subsequent claim items.
- Customer's and service manager's initials on top copy if repair operations are added after the Repair Order has been signed by the customer.

## Claim preparation

### DESCRIPTION OF FIELDS

#### Retailer code

The retailer code is a four-digit system reference assigned by the region unique to each retailer.

- DCS submission – Retailer code was loaded into the program at the time of installation. Consequently, it is automatically assigned to the claim.
- Paper submission – Retailer code must be entered on the form.
- Example: 3987.

#### REPAIR ORDER NUMBER AND SUFFIX

The Repair Order identifies the repair that is the basis of the claim. The number must be the same as the number on the Repair Order. Each claim also requires an identifying suffix such as A, B, C or 51, 52, 53. Repair Order numbers must be unique. Duplicate Repair Order/Suffix numbers are subject to claim rejection.

Example: 12345A

Repair Order numbers may not be duplicated because tracking Repair Orders is a difficult task – and this is complicated when duplicate Repair Orders numbers are submitted. Should a claim be returned in error, correction must be made to the ORIGINAL CLAIM and returned. Submitting a new claim with the same Repair Order will result in rejection of the duplicate submission.

#### ONE REPAIR ONE CLAIM – RELATED REPAIRS

Should a work order reflect repairs for multiple front doors, rear doors, trim, speakers, the VST in VIDA provides position indicators (e.g., A, B, C, D) for certain labor operation numbers. These labor operation numbers must be combined into one claim. This will eliminate claims being returned as repeat/related repairs.

#### POLESTAR REFERENCE NUMBER

Polestar automatically assigns an identification number for each claim as an additional reference for Polestar claim tracking purposes. This information is NOT entered by the retailer.

Example: 27968268

#### VEHICLE IDENTIFICATION NUMBER

This is the identification number assigned to each vehicle. It contains 17 characters. \*Some older model year vehicles may consist of 15 or 13 digits. Refer to MY VIN Charts – refer to page 9.3 of this manual.

Example: LPSED3KA1ML001111

#### MILEAGE

Mileage/Kilometers must be entered on all claims except 06 (Spare Part/Counter) and 07 (Spare Part/Stock) claims, and they must be verifiable. Note: The mileage must be submitted exactly as it reads on the vehicle's odometer. Submission of odometer readings converted from kilometers to miles or miles to kilometers is not required or permissible. If it is known that the vehicle's speedometer has been converted from miles to kilometers or kilometers to miles, this information must be submitted to the Warranty Assistance Desk. If necessary, we will adjust our records to reflect the correct speedometer unit.

#### VIDA MILEAGE VERIFICATION

When a vehicle comes into a retailer for repair and is hooked up to VIDA, complete vehicle information is automatically transmitted to Polestar. This information includes the actual vehicle mileage pulled from the CEM as well as the date of the hookup and repair.

Since Polestar's warranty coverage is based on both time and/or mileage, the reporting of inaccurate mileage/kilometers is not acceptable, and those claims found to have altered mileage are considered fraudulent claims and will be debited. Since this information is directly cross-referenced with the information pulled from the vehicles via VIDA, these debits will not be given any further consideration and cannot be appealed.

Dealers are responsible to verify the vehicle's warranty eligibility prior to performing any repairs. A vehicle's in-service date and actual mileage must be checked and properly documented prior to starting any repairs. The actual RO (repair) date and mileage is a legal requirement when completing a Repair Order.

#### CLAIM TYPE

The correct claim type for the repair performed must be entered in this field.

Example: 01 (New Car Warranty)

## CUSTOMER SYMPTOM CODES (CSC) AND CAUSE CODES

### Customer Symptom Codes (CSC)

Customer Symptom Codes (CSCs) are used to identify the customer's concern and should reflect the "voice of the customer." These codes will enable Polestar engineers to analyze claim repair data quicker and more accurately. Selecting the correct CSC is required when scheduling an appointment or during customer write up. Retailers can access CSC codes via the VST in VIDA by clicking on the tab titled "CSC Codes." You can access the codes via VIDA.

Please remember that only one (1) CSC fault tracing operation number per repair is allowed. DTC-based fault tracing operation numbers is not applicable. Claims submitted with more than one (1) CSC will be adjusted.

The only exception to this is when submitting a previously launched Recall or Service Campaign that requires a specific claim type. Only in this case, DTC-based fault tracing ops will be processed.

NOTE: Ops for CSC codes retrieved should only be claimed when diagnostic procedures have been followed. Supporting tech notes and punch times are required and may be requested. All audit requirements must be met when submitting for CSC operation numbers.

If a repair is performed per a TJ, NO fault tracing operations are allowed.

## Cause Codes

Cause codes are used to describe why a fault or symptom occurs. The correct cause code must be entered in the field. Cause codes are used to describe why a fault or symptom occurs.

Example: 45 (Out of round).

CODE	CONDITION	DESCRIPTION/DEFINITION
10	Defective component	Internal fault in component (not visible from outside)
11	Wrong component fitted	Wrong design of component, wrong type of fluid filled
12	Component missing	Missing from factory
13	Insufficient amount	Fluid, gas, grease, corrosion protection, air in system
14	Overfull	
15	Wrongly fitted, wrongly connected	
16	Wrong setting	Wrongly set, wrongly adjusted, wrongly balanced
20	Loose	Loose, (gap)
21	Fastener loose	For fasteners only
22	Poor adhesive	
23	Deformed	Bent, dented, mechanical transit damage, handling damage
24	Burnt	
25	Jammed	Pinched, (squeezed)
26	Blocked	Obstructed, blocked
27	Poor seal, leakage	Fluid, gas, grease, etc.
28	Moisture	Condensation
40	Worn	Faded as well
41	Rubbed	
42	Seized up	
43	Broken	Separated, cracked, broken
44	Sticks	Binds, stiff
45	Out of round	
50	Open circuit	Applies only to break in cables

CODE	CONDITION	DESCRIPTION/DEFINITION
51	Short circuit	In connector/cables
60	Casting fault	Also burrs
61	Welding fault	Also welding residue
62	Sealant fault	Sealant/glue/primer residue
63	Surface corrosion	Oxidation
64	Corroded through	Corroded through to hole or break
80	Color deviation	Color deviation, shade differences
81	Paint run	Drops, paint run
82	Dirt in paint	Dirt particles
83	Orange peel surface	Rough surfaces structure, dull finish
84	Paint coat too thin	Base coat visible, insufficient coverage
85	Touch-up visible	Overspray, masking edges, paint touch-up
86	Grinding scratches	Grinding scratches in metal, plastic, etc. or in base coat
87	Scratches in paint	
88	Cracked surface	Surface cracks
89	Blistering	
90	Craters in paint	
91	Chipped paint	Chipped paint, flaked paint, stone chipping
92	Airborne contamination	Corrosion damage from soot, acid, etc.
93	Mechanical coating on paint	Corrosion damage from oil, sparks, bird droppings, etc.
98	Customer care	Use as directed
99	Cause unknown	Not possible to specify cause

Codes 80 – 93 concern all painted surfaces, irrespective of the material base.

\*11 and 12 “wrong or missing from factory” require representative authorization.

## Purchased Part Number

The purchased part number is used to designate the part or accessory part number purchased and pertains to parts and accessories claims only. It may be different from the failing or replacing part number if the part that failed was part of a kit or has been superseded by a new part number.

## Failed Part Number (Not required on labor only claims)

The failed part number is the part that caused the failure (it may be different than the replaced part number). Note: If any part is claimed, including NPN (117), the failed part number is required. 117 is used for parts such as shop materials that are not represented by a Polestar part number.

## Spare Part Date

The spare parts date is the date the part was originally purchased (not the last time it was replaced). The Parts and Accessories Warranty always begins with the date the retail customer purchased the part.

Example: 09/02/20

NOTE: Subsequent failures of a part during coverage under another warranty such as the New Car Warranty are not covered under the Parts and Accessories Warranty and are not submitted as spare parts claims. For example, if a part fails a second time under New Car Warranty, it is still covered only under the New Car Warranty (claim type 01) and should not be submitted as a 08 claim type.

## Spare Part Repair Order/Invoice Number

The spare part Repair Order/invoice number is the number of the Repair Order or invoice where the part was originally purchased. It is not required for a failure of a new part in dealer stock.

## Sublet Invoice Number

The sublet invoice number must be provided for all repairs where sublet is claimed. When sublet operation numbers are listed on a claim in conjunction with another operation number, they must not be the same number as the specific operation number. If the same operation numbers are entered twice even if one is entered as a sublet, the sublet operation number will not be paid. Sublet repairs may be claimed at a 10% mark-up.

## CONDITION REPAIR TEXT

A minimum of 50 characters is required in the repair text. Claims that do not include the required information as outlined below may be returned or denied.

When submitting claims, the condition repair text must include the three C's (complaint, cause, and correction).

- Complaint – The customer's complaint (e.g., customer says: my right front headlight is out)
- Cause – The technician's diagnosis (DTC fault codes) (e.g., technician diagnosis: right front bulb burnt out)
- Correction – What the technician did to correct the customer complaint (e.g., technician's repair: replace right front headlight bulb)

For these conditions, be sure to include the appropriate information:

- 12V Battery claims – Include Midtronic code readings.
- Requested parts return – Include description of problem.
- Claims for components related to systems w/on-board diagnostics – Must include fault codes (e.g., ABS, SRS, FAULT)

TRACING).

NOTE: The maximum number of lines for repair text is nine (9) lines. Any information exceeding nine lines is not viewable by the processing team. If you need to provide more information, please submit it via a Nebula Warranty Support Case once the claim has been submitted for processing.

With the recent release of the new CSC fault trace codes, you must search for any TJ that may pertain to the CSC code and include your findings in the repair text.

The following format must be followed when submitting repair text:

- Line one of the repair text is only for reporting the Polestar Personnel ID numbers.
  - This format is required: #Service Advisor ID number (up to six digits)@Technician's ID number (up to six digits) with no spaces.
- Line two of the repair text must indicate whether a TJ was found or not.
  - If a TJ was found, this line must indicate TJXXXXX (no spaces).
  - If no TJ was found, enter this as: NoTJ (no spaces).
  - Battery claims must also include the battery code retrieved within brackets <the code>.

Immediately after the TJ information is entered, and battery code if applicable, the three C's as described above should be entered.

- Example of repair text entry when no TJ was found and a battery was replaced:
  1. #123456@789012
  2. NoTJ <the code> Customer states .
- Example of repair text entry when a TJ was found and followed:
  1. #123456@789012
  2. TJ26188 Customer states ...

Please make sure this information is provided to the Warranty Administrator and/or the person responsible for entering warranty claims.

The following require clarification or other information in the condition repair text:

- Claims with condition/repair text that indicates the "Technical Hotline" was involved in providing advice as to the repair procedure must list a case number in the text. Claims submitted without a case number may be denied payment.

- Repairs recommended by the “Technical Hotline” do not ensure payment by Polestar since the repair may not apply to Warranty Policy and Procedures. Should a vehicle be out of the Warranty guidelines, approval must be obtained.

The Technical Hotline assists your retail facility with procedures to repair vehicles. Warranty does not reimburse for time spent consulting the hotline.

## Operation quantity

The operation quantity is used to designate the number of times a labor operation is performed. Most labor operations are used only once on a claim; however, certain labor operations (such as those for speaker or switch replacement) may be performed more than once and may require a quantity greater than one.

NOTE: It is never acceptable to list a specific operation more than once on a claim. The operation must be listed only once, and the operation quantity will specify multiple uses when this is applicable.

## Labor operation numbers

Your retail facility is reimbursed a specific amount of money for each warranty repair. The amount is based on the time listed in the Polestar Standard Times (VST) in VIDA, which is based on specific labor operation numbers. In order to receive reimbursement for a repair, your team must include on the claim the correct labor operation number and labor time for the repair. You will find both of these in VIDA.

Three types of labor operation numbers are used in the Polestar Claim System:

- Normal labor operation numbers.
- General operation numbers.
- Local operation numbers.

## Normal labor operation numbers

The operation number consists of five digits and a type code. For example: 23428-2



### CHAPTER

- 1: Service and maintenance
- 2: Engine with mounting and equipment
- 3: Electrical system and instrumentation
- 4: Power transmission
- 5: Brakes
- 6: Suspension and steering
- 7: Springs, shock absorbers, and wheels
- 8: Body and interior

### GROUP

Example: 23 = Fuel system

### SECTION

Example: 234 = Fuel tank, fuel lines, evaporative system

### SERIAL NUMBER

Serial number for registering the jobs within each subgroup.

### OPERATION NUMBERS

23428-2 = Fuel tank install - remove/replace

## TYPE CODE

Example: When performing a maintenance service, where it is found that the brake pads need replacing, use operation number 51125-2, as the brakes were already checked during the maintenance service. This means that we do not charge the customer twice to check the brakes.

Example: When replacing both horns, without radar, the following operation number is used:

- 36202-2: Horn (without radar) replace (including all necessary removal/installation for 1<sup>st</sup>)
- 36203-3: Horn following replacement (additional work for 2<sup>nd</sup>)

The following type codes are used:

-0 = Package work. Type -0 jobs are defined as complete jobs and include everything, such as preparation time, repair time and other additional jobs needed to do the job from start to finish. It contains one or several types of -2 jobs in combination with one or more type -3 jobs.

-1 = Preparatory work, e.g. checking components.

-2= Normal work. Complete job, i.e. all procedures included from the start of work to finish. (For some -2 jobs, several operation numbers can be added, for example, when downloading software, emptying-filling the AC-system, checking wheel alignments, etc.)

-3= Additional work. Used in connection with type -2.

Note that operation number with type code -3 never used separately.

## General operation numbers

General operation numbers are used only when no normal operation number covering a specific repair is listed in the Standard Times Guide. These are five-digit codes with nine always being the fifth digit. General Operations do not use a type code number. In dealer management systems that require six fields, a zero should be added as the sixth digit.

Example: 23119

Section

2 Engine

Group

23 Fuel System

Subgroup

233 Fuel Pump

Internal Serial Number

2331

General Operation

23119

General Operations are listed in the front of the Polestar Standard Times

Guide.

## Local operation numbers

Local operation numbers are used by POLESTAR USA and apply to market-specific operations such as free factory maintenance/service campaigns. Local operation numbers start with zero.

Example: 023 14-2

Local Operation

0 Local Number

Section

02 Engine

Group

023 Fuel System

Subgroup

023 3 Fuel Pump

Serial Number

023 34

Type Code

023 34, 6

## Position indicator

Not used at this time.

## Sublet indicator

Sublet repairs may be claimed at a 10% mark-up. When sublet amounts are claimed, sublet must be indicated as a separate field from labor. Sublet must always be represented by a specific operation that identifies as closely as possible the repair performed. Sublet operations are always entered as operation quantity 1, no labor time, and the amount of the sublet invoice or Repair Order.

Example:	qty	operation #	amount
	1	84312	140.00

DCS will not automatically calculate the additional 10% mark-up. You must manually enter 110% of the value of the sublet invoice in the contribution field and total the dollar amount field as well.

When sublet operation numbers are listed on a claim in conjunction with another operation number, they must not be the same number as the specific operation number. If the same operation numbers are entered twice – even if one is entered as a sublet – the sublet operation number will not pay.

## CLAIM DENIAL AND APPEAL OVERVIEW

### Claim Support Request by Polestar

A claim will be coded “unprocessable” if upon request a Repair Order is not available. Repair Orders must be submitted to Polestar within four weeks of the request. Failure to comply may affect claim payment.

### Claim denial by Polestar

When a Repair Order is requested, it must contain the complaint, cause, and correction and be supported by a verifiable punch time flag on the back of the hard copy. Failure to provide proper documentation as required will result in claim denial and/or charge back to the retailer’s parts account. Alterations to the Repair Order will result in denial of claim payment. Please refer to claim substantiation and reimbursement requirements earlier in this section.

### Claim appeals

Claims that are returned for correction must be responded to within four weeks. If no corrections or additional information is provided within that period, the claim will be automatically rejected.

This type of rejection may be appealed by submitting a new claim with the required corrections.

Claims that are paid with a variance (either more or less than requested) may also be appealed once they have been finalized on the Weekly Transaction Statement. This type of appeal must be submitted via the Polestar Nebula Portal. A copy of the Repair Order and any other substantiating documentation, such as sublet or parts invoices, must be attached to the electronic appeal form. Regional authorization is not required. A new claim should not be submitted.

NOTE: All claim appeals must be submitted using the electronic claim appeal application found via the Polestar Nebula Portal.

## GOODWILL AND WARRANTY PRIOR APPROVAL APPLICATION

Authorization/Approval numbers consist of a two-position prefix that identifies the reason for authorization or approval followed by a four-position sequence number.

- Authorization numbers apply to claims covered under warranty only (example: 054H82).
- Prior Approval numbers apply to Goodwill only (example: DP4H82).

### Electronic Goodwill/Warranty Authorization

This application is available via the Polestar Nebula Portal.

Access to the application must be granted in Security Maintenance by your retailer’s Local Administrator.

The Goodwill/Warranty Authorization Application found on the Polestar Nebula Portal is the only source used to generate authorizations.

## Warranty repair authorization

Before performing certain warrantable repairs, the retailer must obtain authorization from their Polestar Regional Operations Manager. Those repairs and other conditions/claims that require authorization are:

- Corrosion Warranty claims.
- Use of new part when exchange unit is available.
- Any warrantable repair using a general labor operation over 1.5 hours.
- Repeat or related repairs of the same component completed by the same servicing retailer within the parameters set by Polestar.
- Missing parts/incorrect parts from the factory.
- Warranty void vehicles (when the Polestar Regional Representative has verified that the repair has no relation to the void).
- Specific repairs or conditions selected by Polestar.
- Retailers on control for specific repairs.
- Technical prior approval repairs.
- When requesting authorization, the retailer should provide the regional manager with the following:
  - All pertinent vehicle information.
  - A complete technical rationale for doing the repair, including results from all tests of diagnostic procedures performed.
  - The operation number(s) for the repair in question and any additional related repairs.
  - The dollar amount for all sublet repairs requiring authorization.
  - All conditions that require authorization.

Refer to SMB 00-071 P.

## TOWING

Towing and valet service is covered under the Polestar Pick-up and Delivery policy SMB-00-001P. Claims should be submitted in line with the requirements set out in SMB-00-001P. All towing and valet claims relating to a warranty issue should be submitted using claim type PWTYPD. All claims for FSM towing should be claimed with claim type PSC3SM (Polestar 1) or PSIPD (Polestar 2).

## LATE CLAIM POLICY

It is Polestar's expectation that all claims should be submitted within 7 days of the repair and reconciled in a timely manner, normally less than 30 days, but we recognize that under exceptional circumstances consideration of older claims is appropriate.

- Claims older than 30 days from the repair date to claim entry will be considered late claims. All late claims will be subject to hard copy and punch time review as well as 100% parts return.
- The Warranty Process Department may request hard copies, including tech notes, punch times, and required VIDA printouts. These documents must be submitted to the Warranty Department within 30 days of the request and must meet all audit requirements as outlined in the Warranty Policy and Procedures Manual. In addition, all claimed parts must be available for

TMA inspection and/or testing.

- Requested documentation must be submitted via a Nebula Warranty Support case.
- Claims older than 60 days from the Repair Order date to entry will not be processed.

Please ensure that all affected personnel are aware of the new Late Claim Policy.

## Goodwill claims

Goodwill claims approved by a Polestar representative or retailer are exempt from the Late Claim Policy.

## Warranty claim appeals

Warranty appeals are required to be submitted within 30 days of the original claim credit notification on the Weekly Service Transaction Statement.

Any appeal received beyond 60 days of the original claim credit notification will not be processed. It is imperative that all claims be reconciled weekly with your Service Transaction Statement. Reconciling in a timely manner ensures the retailers are credited in a timely fashion for repairs performed and that Polestar is processing recent claims and tracking repairs/trends in a timely manner as well.

Warranty claim appeals must be submitted via the electronic appeal/inquiry application found on the Polestar Cars Portal.

## TMA parts returns

TMA asks that parts that are requested to be returned be shipped within 5 days of the notification on the weekly Service Transaction Statement. Parts requested for return must be returned to the TMA Department within 30 days of the original claim credit notification on the Weekly Service Transaction Statement. Parts not returned within 30 days will result in an automatic claim rejection for non-return of parts. Refer to Parts Return/TMA Electronic Appeal Process Policy & Guidelines.

## TMA parts return claim appeal

TMA appeals for claims rejected for non-return of requested parts are required to be submitted within 30 days of the claim rejection notification on the Weekly Service Transaction Statement.

Refer to Parts Return/TMA Electronic Appeal Process Policy & Guidelines.

## NO PROBLEM FOUND (NPF)

The No Problem Found (NPF) repair initiative compensates retailers for abnormal diagnosis time when there is a customer complaint and no problem is found with the vehicle. It has been created to reduce situations in which customers are dissatisfied because their vehicle was not diagnosed correctly the first time.

The “NPF” actual time labor operation# 01234 claim type 01 is limited to:

- A maximum of 1.0 hours per repair.
- Diagnosing hard-to-find customer-identified product concerns only.

The “NPF” actual time labor operation may NOT be claimed for any of the following circumstances:

- In instances where insufficient detail is provided during service write up (e.g., frequency of occurrence, special conditions).
- Identifying product features or characteristics (this is service management’s responsibility).
- Non-intermittent concerns that are not verified by service management during write up (e.g., if a customer complains of a fault that occurs all the time and the service writer is unable to verify this complaint, the lack of verification would not be considered for payment).
- Vehicle inspections when the customer has not identified a specific product complaint (e.g., add-on repairs).
- Diagnosis of retailer-owned vehicles, such as stock units, used cars, and retailer daily rental units.
- When a cause has been identified and the part is not available to complete the repair.

### Benefits

NPF benefits the retailer by allowing technicians to service the customer’s vehicle with only problem solving in mind. Technicians no longer have to be concerned with spending additional time to find difficult problems without being compensated for their efforts.

Additional time spent diagnosing hard-to-find problems can result in two situations:

- When technicians spend the needed time to diagnose the customer concern and find a problem, they can more easily fix the vehicle right the first time.
- When technicians spend the needed time to diagnose the customer concern and no problem is found, the service advisor can feel more comfortable explaining to the customer all diagnoses performed that resulted in the NPF situation.

### Service management responsibilities

Service management must ensure that the following NPF requirements are met:

- All NPF repairs must be time-recorded, and time claimed may not exceed time punched.
- Assign the appropriate technician based on ability and training.
- Perform normal diagnosis based on the information on the Repair Order.
- Review service recommendations supplied by Polestar Tech Hotline and take the appropriate actions.
- All claims must have a full explanation to support use of labor operation “NPF” in the tech comments area.

# LABOR REIMBURSEMENT

## Warranty claim reimbursement

### LABOR CREDIT

Credit for labor performed in the replacement or repair of any defective Polestar component or system is based on the time allotment published in the current Polestar Standard Time (PST) in VIDA or the Service Manager Bulletin and reimbursed at the dealer's warranty labor rate as approved by Polestar (see Warranty labor rate procedures).

The PST in VIDA covers most of the frequently encountered repairs. The time guide is based on the use of Genuine Polestar replacement parts according to Polestar recommended repair procedures that are prescribed in Polestar service manuals and bulletins.

This includes the use of Polestar special tools and Polestar certified technicians. Labor must be substantiated with clock time.

If no operation number is shown in the PST in VIDA for a specific operation, the actual labor time involved should be shown, using an applicable five-digit operation number ending in 9 from the last page of the appropriate section.

Periodically, the VST in VIDA is updated to reflect changes that may result from improved workshop methods, techniques, equipment, product design, and other industrial improvements. These changes can also affect the labor operations and times listed in Service Manager Bulletins or Tech Net Notes, etc. Labor times and operations listed in Polestar publications are valid at time of publication and may be changed in the future.

NOTE: Labor reimbursement is based on the labor rate in effect on the date of the repair.

### PROCEDURE FOR WARRANTABLE REPAIRS COMPLETED JUST BEYOND THE WARRANTY PERIOD

Occasionally, parts for a warranty repair will be ordered while a vehicle is still in warranty but will be installed after the warranty has expired. The retailer should make every effort to install the special ordered part before the expiration of the warranty.

Warranty claims for such situations may be accepted when the following conditions are met: the installation of parts is within one month or 1,000 miles/1,600 km beyond the New Car Warranty period (4 years/50,000 miles or 80,000 km). These claims should use claim type WTYE4PS.

NOTE: WTYE4PS is not applicable to FSM, extended FSM, extended warranty, or any other additional products.

A warranty claim should be submitted with claim type WTYE4PS through DCS. The repair text must also include the three C's (complaint/cause/correction), date, and RO number when the part was ordered prior to the New Car Warranty expiration. (The retailer must have ordered the part promptly, e.g., the same day or the next day and during the warranty period.)

Once the claim is submitted, it will automatically go into an error status; the retailer must submit supporting documentation via a Warranty Support case. These claims will be reviewed, and if the parts ordering and repair scheduling are reasonable and within the 1-month/1,000-miles parameters, Polestar will credit the claim.

There is no need to contact your Polestar representative for authorization on this procedure.

NOTE: Repairs performed beyond the 1-month/1,000-miles parameters regardless of the circumstances are no longer processable under warranty and will be denied.

# Polestar

## Parts/Handling credit

Reimbursement for material used in the performance of a warranty repair will be made for only Genuine Polestar new or remanufactured parts sold by POLESTAR USA. All parts used in warrantable repairs are reimbursed at the stock net price in effect on the day of the repair.

Handling allowance is a percentage factor that is multiplied against the part daily stock price. If this reimbursement calculation exceeds the suggested list price, then only the suggested list price will be reimbursed. The reimbursement covers the costs associated with shipping, warehousing, inventory control, and in some cases, expendable items of Polestar parts.

All warranty parts that are listed on your statement as "SCRAP or CORE" are now to be held for 30 days from claim payment date or until your Polestar representative releases them. There is no change with the parts that are listed as "return." Continue to return your parts to TMA as requested.

Please note that the daily response – parts return copy overrides the scrap/core section on the weekly STS. If a parts return claim copy is generated during the week for a claim, then the parts must be returned regardless of what the STS states.

POLESTAR WARRANTY POLICY AND PROCEDURES MANUAL

# Section 3: Retailer Responsibilities and Records

## CLAIM CHECKING

### SERVICE TRANSACTION STATEMENT

The weekly STS is available via Polestar Nebula on every Saturday morning (unless otherwise notified). This form lists the disposition of all claims received by Polestar and processed during the previous week in numerical sequence by RO number. Details on the STS are provided later in this chapter.

### Reconciliation procedure

Review your STS for appropriate action:

- Pending
- Paid
- Paid other than claimed
- Paid, pending parts disposition (return/scrap/hold)
- Errors
- Rejected
- Adjusted

Take appropriate action per the STS to determine whether the claim should be corrected or appealed using the Warranty Claim Appeal function on the Nebula Portal.

Retailers who want to review/appeal the decision of the TMA Department can do via the Nebula Portal using the TMA Claim Appeal form. If it should be necessary to return the part in question, identify it properly by placing a photocopy of the front and back of the hard copy or accounting copy if electronic Repair Order (paperless) with the warranty claim in the parts return polybag. The TMA Claim Appeal

### POLESTAR PARTS STATEMENT

Monthly, the Polestar Parts Statement of Account is published to Polestar Nebula. It provides a comprehensive record of the all transactions, credits, and debits pertaining to that month.

## WEEKLY SERVICE TRANSACTION STATEMENT

The weekly STS is available via Polestar Nebula every Saturday morning (unless otherwise notified). The following information is included:

- Warranty claims.
- Recalls/Service campaigns.
- Pre-delivery services.
- Reprocessed claims (adjustments).
- Parts disposition (return, hold, scrap, or core).

The STS may consist of seven or eight separate page sections:

1. Claims Status
2. FSM
3. Pre-Delivery Service (PDS))
4. Certified Pre-Owned (CPO)
5. Reprocessed Claim
6. Parts Disposition
7. Summary
8. Turn-Around Document Section (terminated/paper submission retailers)

### 1. Claims Status Section

Claims are listed in ascending order by repair date.

- Repair Order # – Includes line suffix (A, B, C, etc.).
- Polestar Reference # – Unique identifying number assigned by Polestar.
- Repair Date – RO repair date.
- Credit Amount – Amount reimbursed.
- Status – Current status of claim that week.
  - Paid
  - Pending action by Polestar or retailer – Claim is not available to retailer; you may contact the Warranty Help Desk for additional information on what is required for processing if claim remains pending for more than one week
  - Errors – Corrections required
  - Rejected – Claim denied
  - Reject – Claim rejected – errors not corrected within four weeks
  - Final Notice – Claim four weeks in error without correction; will reject if not corrected that week
- Notice # – Number of weeks claims have been in error status.

# Polestar

- Qty/Part or Operation/Sublet/Op Hours – Listed only if there is a variance with what the retailer requested for that claim, and only the item with the variance – for instance, if there is only a variance in the labor, only the labor operation details will be shown.
- Requested Amount – Amount retailer requested (only if there is a variance).
- Variance Amount – If the retailer claimed more than Polestar paid, there will be a negative sign before the \$ value and no sign if there is a positive variance.

## 2. Factory Scheduled Maintenance (FSM)

This section lists the status in the same format as above.

## 3. The Pre-Delivery Service (PDS)

## 4. Reprocessed Claims

The Reprocessed Claim section includes adjustments to previously paid claims:

- Repair Order #.
- Polestar Reference #.
- Repair Date.
- Credit Date – The date the claim was originally credited.
- Reprocessed Amount – Amount adjusted (debits are listed as a negative amount).
- Reason for Reprocessing – Reason the claim was credited or debited.

The Reprocessed Claim section also includes totals for adjustments made in all sections of the STS.

## 5. Parts Disposition

The Parts Disposition section specifies whether the retailer is to scrap or core or hold or return the parts to TMA:

- Repair Order #.
- Polestar Part #.
- Repair Date.
- Disposition – Scrap or Core, Return, Hold.
- Part #.
- Description.
- Quantity.
- Ship To – Location parts are to be shipped to.
- Part Disposition (Hold/Scrap) – May be overridden by interim policies for parts returns (e.g., printed parts return copy, technical reporting, and bulletins). If your system prints a parts return claim copy with your daily responses, the part **MUST** be returned, regardless of the notation on the Parts Disposition section of the Service Transaction Statement. Failure to return these parts will result in the claim being debited.

## 6. Summary

The Summary section lists a summary of number of transactions and amounts paid for each Transaction Statement section (Standard Claims, Core Credit, FSM, CPO, PDS). It includes:

# Polestar

- Count – Number of transactions.
- \$ Amount – Total.
- \$ Parts.
- \$ Labor.
- \$ Sublet.
- \$ Tax.
- \$ Gross.

Also includes a numerical summary of unfinalized claims:

- Error Notice #1.
- Error Notice #2.
- Error Notice #3.
- Error Notice #4.
- Pending Analysis.
- Rejected.
- Retailer Canceled.

Finally, the grand totals for all sections claim that are finalized by the end of the same week they were entered improve your processable rate. Therefore, entering claims early in the week allows time for corrections to be submitted before week's end. This will benefit your retail facility by speeding up claim credits and allow for smoother claim handling flow. You can find your processable rate for each month on the last page of your month-end STS.

## WARRANTY LABOR RATE

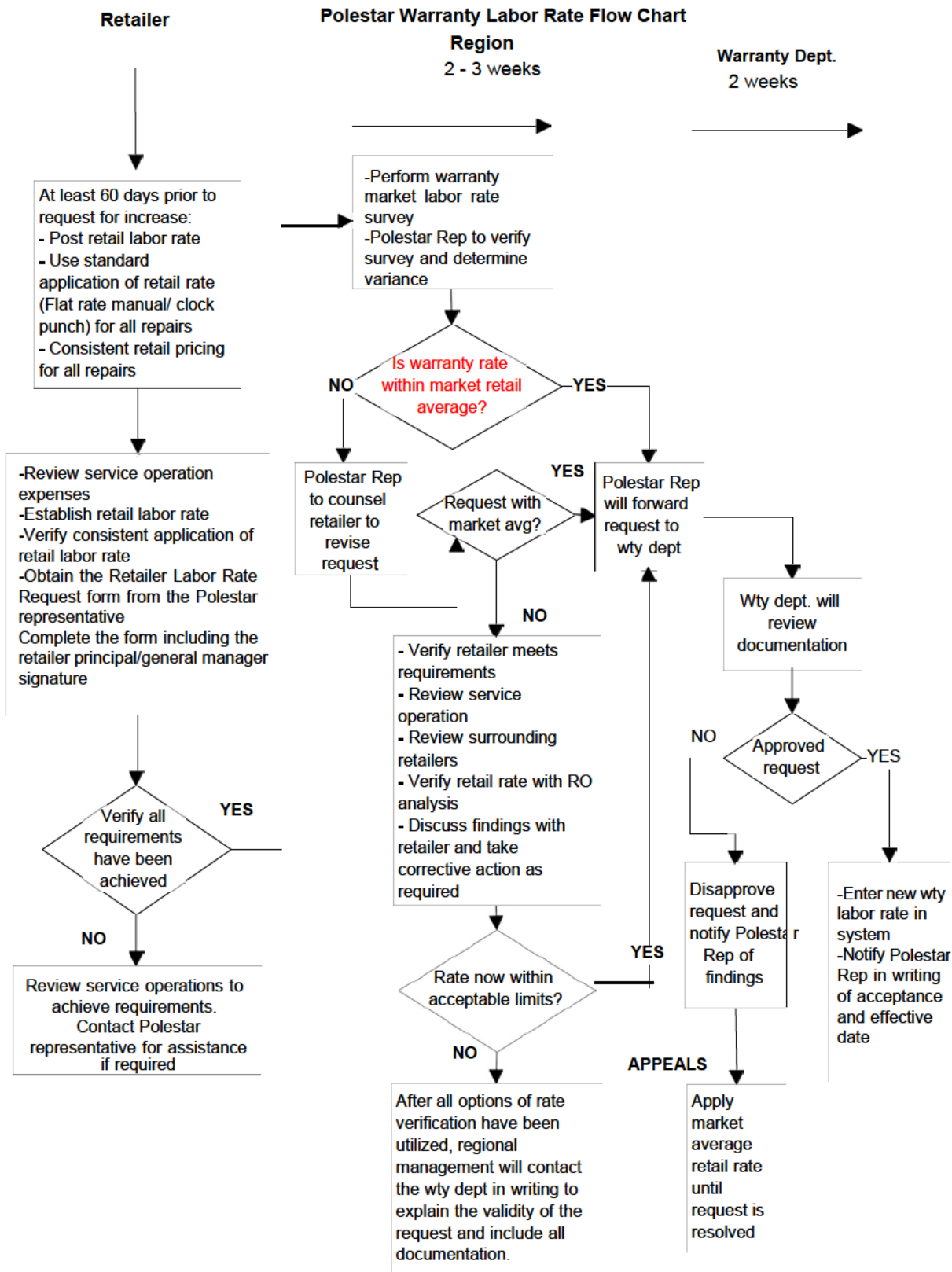
The retailer must ensure that the following standards/practices are maintained:

- Posting of the retail labor rate – the retail rate must be posted and prominently displayed at the service counter or at the initial write-up area on a minimum 20" x 20" sign with 1–4" black lettering on a white background, in conformity with applicable state and local laws. It must state: “Customer labor charges are based on a rate of \$— per hour based on a verifiable time guide or actual clock time.”
- Verification of the standard application of the posted retail labor rate to all customers. This must be done through the use of a verifiable time guide or actual time clock time for all repairs.
- Consistency in retail pricing for all repairs – this includes advertised service specials that should not exceed 90 days or as such time period as permitted by law.

Procedures are established to ensure the authorized Polestar retailer’s warranty labor rates:

- Are consistent and competitive with the prevailing market.
- Will not prioritize repairs.
- Can be verified through accurate and complete documentation (e.g., the Repair Order).
- Are the proper reflection of expenses incurred by the retailer for retail and warranty/claim repairs.
- Maintain customer satisfaction.

# Polestar



## Retailer's labor rate request procedures

- Warranty labor rates may be increased only once every rolling 12-month period unless unusual circumstances (e.g., change of union contract) require an interim increase.
- Service operation expenses must be reviewed.
- A retail labor rate must be established and in effect for 60 days prior to request for an increase in warranty labor rate.
- Consistency of labor rate application must be verified.
- Labor Rate Request Form must be obtained from the Polestar representative.
- The Polestar Retailer Labor Rate Request Form must be completed, including the retailer principal/general manager signature. The requested warranty labor rate must not exceed the posted hourly retail labor rate.
- The completed form must be forwarded to the Polestar Regional Representative.
- Service Team personnel must meet or exceed Polestar's recommended technician training requirements. (Refer to the most recent technical training requirements provided by the Polestar Training Hub.)
- Adequate service must be provided to Polestar owners through appropriate facility and shop equipment that meet Polestar standards.
- Bookkeeping functions must be performed accurately and according to generally accepted accounting practices.

## Retailer's labor rate increase application procedures

- To apply for an increase in the warranty labor rate, proceed with the following:
- Complete the Polestar retail facility Labor Rate Request and submit it to your Regional Office. Make sure it is signed by the retailer principal or by a representative with full managerial authority.
- Do not ask for a rate that exceeds the actual/posted retail rate. Should an examination of the records reveal a discrepancy, the requested rate will be reduced to the actual verifiable retail rate and a credit reversal will be issued for the excess amount, retroactive to the effective date of the rate.

## Polestar Warranty/Market Labor Rate Survey

Upon receipt of the retailer's completed Labor Rate Request Form, the Polestar representative conducts a Warranty/Market Labor Rate Survey to place the retailer's request into proper perspective with current market conditions.

The retailers used on the survey must match the previous survey unless there is a change in the market (e.g., buy/sell or new store located closer).

The survey should indicate clearly the makes that are being used. If the makes specified on the survey do not exist within the area, a substitution may be made, provided the substitute manufacturer's vehicles fall into the same price range/class category and it is noted in the remarks section.

If the retailer requesting an increase represents any of the makes listed, their rate may be used only once.

The manufacturer selected should be circled for each of the franchise survey locations.

The retailers selected should be consistent with previous surveys performed for the subject retailer.

Any changes in surveyed retailers should be noted in the remarks section of the form.

A clear indication of the selection procedure used, as required by state law, should be made by the Regional Office.

Polestar will accept a maximum of two franchises from any given retail facility. For example, if a non-Polestar retailer holds Mercedes, Acura, and Lexus franchises, only two of the three may be used. The retail rates of those retail facilities must be entered

on the form, and they should be verified.

For a sample form, see the Appendix of this manual.

## Exceeding the allowance

If the request is not within the retail market average, the Polestar representative will review the request with the retailer and suggest that it be modified/revised.

In order to determine the reasons for a variance, a review of the retailer's service operation, technician labor agreements, and surrounding retail practices may be required.

If the retail labor rate request remains in excess of the retail market average, it will be necessary to verify that labor charges are consistently applied by conducting a Repair Order Analysis. If a review of the RO analysis indicates the retailer has a consistent and verifiable request, Polestar representative should sign the request, attach a letter together with supporting documentation (warranty/market labor rate survey and Repair Order analysis), and forward the package to POLESTAR USA Warranty Department.

In all cases, a consistent and verifiable labor rate must be in effect at the retail facility and all retailer requirements outlined in this manual must be met. If these conditions are not verifiable, the request will not be approved.

## Retailer's right to appeal

Retailers have the opportunity to appeal any decision made by Polestar regarding a Labor Rate Request within 30 days of the effective date. The retailer should contact the Polestar representative, who will review the appeal with POLESTAR USA Warranty Department.

Pending resolution of the appeal, the retailer's labor rate will be increased to the market average or the rate calculated from the Wage Data Fringe Benefits Analysis, whichever is higher. If no further verification for the Retailer Labor Rate Request is received by the POLESTAR USA Warranty Department within 60 days, this rate will remain in effect.

## Repair Order analysis instructions

The Polestar representative may request a Repair Order analysis to verify the average retail labor rate charged to Polestar retail customers and determine the consistency of retail pricing and monitor technician efficiency.

Please list in numerical sequence by date, 100% of one month's volume of customer-paid Polestar Repair Orders (not to exceed 100). Advertised service specials, menu priced, and maintenance services must not exceed 5% of the total repairs submitted.

Repair Order copies must be dated no later than 30 days prior to the retailer's request for a warranty hourly labor rate increase.

Copies of the electronic worksheet illustrated can be obtained from the Polestar representative.

Please enter the following information on the worksheet:

- Retailer name and retailer number.
- Labor Time Source = Source used to calculate labor time charged for repair (i.e., Polestar VST in VIDA, Chilton's, Motor's) must be specified in the space allotted at the top of the worksheet and used exclusively. If actual time is used, it should be noted.
- Repair Order number.
- Total Billed Labor \$ = Total amount billed to retail customer.
- RO Labor Rate = Labor rate in effect for repair.
- Tech Punch In = Time tech clocked on to repair.
- Tech Punch Off = Time tech punched off repair.
- Total Tech Actual Hours = Tech punch off time minus tech punch on time (automatic calculation on sheet).
- Repair Description.



# Polestar

## Non-Polestar retailer repairs

### DEFINITION

Repairs performed by a non-Polestar retail facility when they cannot be performed by an authorized Polestar retailer Service Department. This could occur in an emergency situation when an owner encounters a problem and, to avoid unreasonable inconvenience, must obtain repairs normally covered under warranty from a source other than an authorized Polestar retailer.

### PARAMETERS

#### What is warranted

- Emergency repairs – Repairs that occur when a customer has emergency repair work done by a sublet facility because the Polestar retailer is unable to perform the repairs (due to, for example, retailer proximity or weekend).

#### What is not covered

- Unnecessary sublet repairs – Repairs performed as a result of improper diagnosis will not be reimbursed.
- Excessive labor cost – If labor cost exceeds established Polestar times, the Polestar representatives should determine full reimbursement for the sublet repair based on their knowledge of local market and/or technical issues.

### PROCEDURES

#### Claim determination

The retailer Service Department should examine the owner's paid repair invoice and the failed part, if available. If it is determined that the owner is entitled to reimbursement, submit a warranty claim.

#### Part availability

The Service Department prepares the Repair Order noting whether failed part was available and if not, the reason. The Service Department also notes a supporting statement on the Repair Order explaining the situation (e.g., "Coolant pump failed while owner was traveling on a Saturday night. Authorized Polestar retailer service was not available. Paid in full") and attaches this to owner's paid invoice.

#### Towing

The Service Department ensures no charge is made for towing, which is covered under the Polestar CONNECT program.

#### Part inspection

The Service Department holds failed part, if available, for inspection by Polestar representative.

#### Claim documentation

The Service Department provides claims administrator with Repair Order and paid invoice, advising failed part is being held, if part is available, by Service or Parts Department.

#### Repair cost reimbursement

The claims administrator receives notification of claim credit via weekly STS. The retailer may elect to issue a check to the customer for the total amount upon receipt of the STS or when the monthly parts statement is received. This is the only situation that justifies payment of repair costs pending claim credit by Polestar.

## LEGAL ISSUES

Important note: Individual state laws/mandates concerning warranty recordkeeping and labor and parts payments override any policies concerning the same provided in this manual.

### Definition of “Lemon Laws”

Repair/Replace legislation enacted by all states in the United States. These laws usually pertain to new vehicles purchased for personal or family use. Individual “Lemon Laws” may vary, but generally provide that a repeat problem must be repaired within a “reasonable” number of attempts (three or four) and/or “reasonable” time period (20 – 30 days cumulative) for all repairs. If a vehicle is not repaired correctly, the customer may obtain relief under the law, i.e., a refund or a comparable replacement vehicle, and in some states, other compensation.

State laws may include, but are not limited to, these further provisions: parts delays, time or mileage limitations, and the allowance of a manufacturer’s final repair attempt. The customer or retailer may also be required to notify the manufacturer, by certified mail, of the repeat condition.

### Retailers’ responsibilities

#### INFORM RETAIL PERSONNEL

Since state laws vary and are subject to revision, it is the retailer’s responsibility to advise their personnel about specific laws in the state in which the vehicle is sold and/or registered. Polestar suggests that retailers consult with their counsel for more detailed information and interpretation.

#### NOTIFY Polestar IMMEDIATELY

To ensure that customers do not seek relief under state “Lemon Laws,” Polestar urges its retailers to contact their Regional Office immediately if a vehicle enters their Service Department for a repeat repair attempt or if a vehicle has been out of service for seven or more days cumulative. Early warnings from retailers are vital as the consequences can be costly, both financially and in customer dissatisfaction.

Even if a retailer has notified their Regional Office after a second repair attempt, they must contact their Regional Office to report any subsequent repair attempts. Retailers who fail to follow all Polestar policies and procedures will be required to absorb the related expenses (where the law allows) if the case results in a repurchase or incurs other settlement expenses.

#### WRITTEN NOTIFICATION REQUIREMENTS

In states requiring retailers to notify the manufacturer of the repeat problem in writing, retailers should use the Repeat Repair Notification form. The form and instructions for its use is available from the Polestar Regional Office.

#### SPECIFIC INFORMATION TO BE SUBMITTED

The Regional Office must be provided with complete vehicle data, repair history, and pertinent information as follows:

- Customer name.
- VIN.
- Delivery date.
- Description of condition.
- Number of repair attempts.
- Cumulative number of days the vehicle has been out of service.
- Whether any part or technical assistance is needed.
- Whether the vehicle has been taken to any other retailer for the same repairs.

## Legislation – Federal, State, and Local

### FEDERAL LEGISLATION

The Magnusson-Moss Warranty Act mandates that certain steps be taken by both the automotive manufacturer and the retailer to provide specific warranty information to the consumer. Polestar is required to provide a written statement about the provisions of all of its warranties, identifying any limitations, written or implied.

A copy of the warranty must be made available to prospective customers who visit your retail facility. A copy of the warranty must also be supplied with each vehicle at the time of purchase.

Polestar provides a Warranty and Maintenance Records Information Manual and Owner's Manual with each new vehicle delivered to your retail facility. You must ensure that this literature is supplied and explained to the Polestar customer during the delivery process.

To assist you in complying with the Magnusson-Moss Warranty Act, Polestar provides pre-sale posters that show customers the most current Polestar warranties. The posters must be prominently displayed in your sales showroom and service reception areas.

### STATE AND LOCAL LEGISLATION

Other warranty regulations and applications particular to each state and local area are also important for you to know. As with federal legislation, we recommend that you seek legal counsel to determine whether your state has adopted specific laws and, if so, how they can affect your retail facility operations.

## Repairs

The Polestar Retailer and Sales Agreement (the "Agreement") requires that each retail facility provide, free of charge, any repairs that result from defects in material or workmanship during the applicable coverage period of a Polestar warranty.

The retailer must ensure that repairs are properly completed according to Polestar service, administrative, and technical policies. Repairs that do not meet these criteria will be considered the retailer's responsibility.

This obligation is not to be viewed as a courtesy, but as a specific responsibility arising out of the agreements, regardless of where the vehicle had been purchased.

## Records retention

Proper records retention is necessary to provide evidence of the purchase and use of parts and materials in warranty repairs. Claim record keeping procedures must be maintained electronically or manually, daily, weekly, and monthly and must be easily accessible upon request.

The retailer is required to retain all evidence supporting all claims for a period of not less than one year from the date the work was performed. Since the retention time requirement may vary from state to state, retailers should check with their legal counsel to ensure that all record keeping is in compliance with state laws.

The retailer must retain the following records to support warranty claims:

- Basic Journals and Ledgers, including a daily Mechanical Service Sales Journal and Claim Register.
- Warranty Claims – The retailer's copy of each claim and all supporting documentation.
- Repair Orders – The retailer accounting copy, in document number sequence, and the retailer service (hard) copy (filed in vehicle history file by VIN).
- Time Records/Payroll Records/Employment Records – To substantiate labor time for technicians (hourly and salaried) and body shop personnel. This includes accounting copies of all daily time tickets, in date sequence, as well as records used to prepare payroll for technicians.
- Sublet Repair Invoices, including vendor statements and related checks or other evidence of payment, properly identified and cross-referenced to each warranty claim.
- Support documents – Any records used by the retailer as the basis for information submitted, such as over-the-counter parts and cash sales invoices, VADIS and Alignment print outs, parts inventory disbursement records, and material issue forms, if separate from the Repair Order.

*\* Electronic signature of repair order is compliant with warranty guidelines if it meets the following criteria. It must be date and time stamped, the VIN must be retrievable and readily accessible for a minimum of one year from claim payment date on the retailer's STS. A dealer may utilize a third party for electronic signature given that they meet the above criteria. Access to records must be available after services with the third party have ended.*

## Limitations and disclaimers

### NAME/ADDRESS/OWNERSHIP CHANGE

According to the National Traffic and Motor Vehicle Safety Act of 1966, POLESTAR USA is required to contact Polestar owners if correction of a product defect becomes necessary. Polestar, therefore, provides in the Warranty and Service Records Information Book a pre-addressed Name and Address Change card, one for U.S. Polestar owners and one for Canadian Polestar owners. It is designed to accommodate either a name/address change or a change of ownership.

### RETAILER/SALES AGREEMENT TERMINATION/CLAIM FINALIZATION

Polestar requires retailers to submit claims within seven (7) days of the vehicle repair date. However, when a "Buy/Sell" agreement or any other form of termination of the Polestar Retailer/Sales Agreement occurs claims generated prior to termination must be entered in the system. Once a retailer code is terminated, claims may not be submitted. Credit advice, available through the weekly STS, can then be referenced to the retailer's Claim Register to verify the status of individual claims.

If claims of the terminating retailer require further review or appeal, Polestar will keep the claim processing open for an additional ninety (90) days to enable retailer personnel to finalize any existing warranty claim transactions. This 90-day extension/appeal period applies only to claims that have been submitted within 30 days of the termination date.

Should retail personnel require assistance with their claim closing, they should call the local Regional Office.

It is the sole responsibility of the terminated retailer to retain all necessary documentation and parts (according to Polestar's then-current policy) to support any warranty work performed but not finalized at the time of termination.

### ALL Polestar LIMITED WARRANTIES ARE SUBJECT TO THE FOLLOWING LIMITATIONS AND DISCLAIMERS:

Polestar's written warranty is exclusive and in lieu of all other warranties, whether oral or written, expressed or implied.

No implied warranty of merchantability or fitness for a particular purpose shall apply except during the applicable periods of the Limited Warranty.

Polestar does not authorize any individual or corporation to create for it any obligation, liability, or other warranty in connection with this vehicle.

Polestar shall not be liable for incidental, special, consequential, or other similar damages arising out of any breach of this written warranty.

Polestar shall not be liable for any damages caused by delay in delivery or furnishing of any products and/or services.

Polestar's liability, if any, for product(s) furnished under this warranty shall in no event exceed the cost of correcting defects in the product(s) as herein provided and upon the expiration of this warranty, any such liability shall terminate.

NOTE: This warranty gives owners specific legal rights and other rights that may vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply.

## Production changes

POLESTAR USA reserves the right to make changes in or additions to passenger cars manufactured and/or sold by Polestar at any time without incurring any obligation to make the same or similar changes to passenger cars previously manufactured or sold by Polestar.

# Section 4: Recalls and Service Campaigns

## DEFINITIONS

A vehicle Recall/Service campaign occurs when Polestar provides notice directly to vehicle owners (by letter, telephone, or other means determined by Polestar), requesting that their vehicles or products be brought to an authorized Polestar retailer for inspection and/or repair.

A Service Upgrade will be performed when Polestar decides to provide a revision or upgrade for vehicle owners, at the customer's next visit to an authorized Polestar retailer for inspection and/or repair. Service actions fall into one of four categories:

### Safety recall

A request for owners to return their vehicles or products to the retailer for inspection and/or repair. The safety recall typically is requested to correct a potential safety defect or non-compliance. It is a Polestar objective to correct 100% of the vehicles or products subject to the recall. The costs for inspections and repairs, resulting from a safety recall, are classified as recall expense even if they occur within normal warranty coverage.

### Emission recall

A request for owners to return their vehicles or products to the retailer for inspection and/or repair. The emission recall typically is requested to correct an emissions control malfunction. It is a Polestar objective to correct 100% of the vehicles or products subject to the recall. The costs for inspections and repairs, resulting from an emission recall, are classified as recall expense even if they occur within normal warranty coverage.

### Service campaign

A campaign notifying owners that repairs will be made to their vehicles or products for a specific concern (other than a potential safety or emission-related item). These campaigns are intended to ensure owner satisfaction and loyalty. The costs for inspection and repair are classified as service campaign expense even if they occur within normal warranty coverage.

### Service action

An action performed when Polestar decides to provide a revision or upgrade for vehicle owners, as provided for in the Warranty and Maintenance Records Information Manual. A service action, to include checking and replacing parts or software, will be carried out at the customer's next visit to an authorized Polestar retailer for inspection and/or repair.

Retailers are to repair all eligible vehicles regardless of mileage or vehicle age. Retailed vehicles are to be repaired prior to stock vehicles. Repairs are to be performed free of charge to the owner. All stock vehicles, subject to recalls, by law must have the recall performed prior to sale or lease.

## FINDING FIELD SERVICE ACTION INFORMATION ON THE POLESTAR NEBULA PORTAL

Field Service Actions which include, Recalls, Service Campaigns, Service Action, Delivery Stop Actions and Extended Warranty Actions have been communicated using Service Manager Bulletins (SMB's) and Quality Bulletins (QB's).

In order to find a Service Manager Bulletin or Quality Bulletin in the Portal you must use the search function.

If you want a complete list of actions, simply type Master List into the search function. This will provide you with a spreadsheet of all actions. From this spreadsheet you can identify the exact Service Manager Bulletin or Quality Bulletin number. The specific bulletin number should be used to search for complete action information.

You can also do a key word search if you know the subject of the action. For example, blower motor, tailgate, inflatable curtain etc.

Other search options are as follows. Recall, Campaign, Quality Bulletin, Service Manager Bulletin, QB, SMB. It is always best not to add an (s) to the word. Use 'Recall' not 'Recalls'.

## VEHICLE ELIGIBILITY

Polestar recalls, service campaigns and service upgrades are applicable to all eligible vehicles, regardless of mileage, vehicle age, or any other factor, unless otherwise indicated by Polestar. Refer to the WARRANTY VEHICLE INQUIRY screen regarding vehicle eligibility.

### Campaign reference number

Polestar assigns a specific campaign reference number to each recall, service campaign, or service upgrade.

### Customer notification

In most cases, Polestar mails campaign letters only to owners of vehicles with specific Vehicle Identification Numbers (VINs) that have been selected on the basis of the recall or service campaign criteria.

### Retailer notification

Polestar will issue a retailer letter on the Polestar Car Portal to announce the respective campaign to Polestar retailers prior to owner notification.

### Service Manager Bulletin

A Service Manager Bulletin is published for each service action. Included in this document are descriptions of the action, parts information, owner notification mailing dates (if applicable), retailer allowance, and specific claim submission procedures to be used.

### Claim submission

There are two types of claim submission:

- Short form
- Long form

### Repair code types

The repair code may fall into three categories based on campaign requirements:

- Inspection only.
- Inspection and, if necessary, corrective repair or modification.
- Corrective repair or modification for all vehicles.

## CUSTOMER REIMBURSEMENT

### Program provisions

POLESTAR Automotive USA and Polestar Cars Canada Ltd. have a customer reimbursement program. The purpose of this program is to reimburse customers who paid for repairs that subsequently become the subject of a Polestar recall.

This reimbursement program is explained to the customer via the customer recall letter. The following reference to this program is in each customer letter: "If you previously paid to have this corrective action performed, Polestar will honor your receipt with a refund. Please contact your Polestar Retailer for details."

The customer must present the original receipt (or Repair Order) for the repair to the retailer. This receipt must contain the name and address of the repair shop (independent or Polestar retailer is acceptable). Only those repairs performed by a licensed independent or retailer will be considered for reimbursement. The Polestar retailer will confirm that the repair performed relates to the recall.

Once the repair's eligibility is confirmed, the retailer will process a claim through Polestar for the customer's reimbursement. The retailer should retain all documentation of the repair and reimburse the customer. The recall related to the repair MUST still be performed on the vehicle, per Polestar instruction and specification.

## Retailer reimbursement

The retailer may be required to submit information and enter a sublet claim for Polestar reimbursement. When requested, a copy of the Repair Order/invoice, customer receipt, retailer code, claim RO number, and VIN must be sent to the Warranty Department via a Warranty TIE report.

## Claim submission

Retailer submission requirements for the recall reimbursement program are as follows:

- Long form format.
- Claim type: 01 (regardless of whether vehicle is in or out of warranty).
- Repair date: the date of the retailer reimbursement to the customer.
- Failed part: not required.
- Sublet invoice number: invoice or Repair Order number used to reimburse the customer.
- Operation number: 08888.
- Symptom code: 1C.
- Cause code: 98.
- Repair text: reference the repair and the recall campaign that it is related to. The customer name and address should also be included.

When documentation is requested, claims will not be processed by Polestar Warranty until all supporting documentation is forwarded for review and approval.

# Section 5: Goodwill Claims

# POLESTAR GOODWILL POLICY – US & CANADA

## Polestar Goodwill Philosophy

Goodwill is not just financial assistance; it is an opportunity to build strong relationships that are the foundation of long-term customer retention. Customers base their purchase/repurchase decisions on the quality of service and the “ownership experience.” In this environment, retailer personnel and processes are important resources for retaining Polestar customers.

## Polestar Goodwill Policy

Occasionally, customers request financial assistance when the new car limited warranty or CPO limited warranty does not apply. These requests may be considered if it will enhance owner retention. Retailers should request financial assistance for their customers by contacting their Polestar Operations Manager and submitting a Goodwill Approval request through the Nebula Portal.

### CONSIDERATION FOR GOODWILL ASSISTANCE

In considering a customer's request for Goodwill, it is important to weigh the merit of that case individually and completely. The following are other factors that you may want to consider in addition to the guidelines:

- Repeat/multiple Polestar owner
- Car is serviced regularly with a Polestar retailer
- Repairs impacting the safety or reliability of the car
- Transient and relocated owners should be given equal consideration under this policy.

Polestar Goodwill should not be considered for any of the following:

- Repairs made by a non-Polestar retailer
- Substandard or improper repairs and any consequential failures
- Failure of component or consequential failures due to use of non-Polestar parts
- Normal wear, accidents, damage, misuse or improper maintenance
- Repairs that could be covered by an existing warranty or extended service contract
- Repeat repairs
- Claims and repairs that have been previously submitted for payment under warranty or CPO and were returned unpaid or adjusted
- Retailer administration issues (late claim submission, failure to obtain prior approval, etc.)
- Maintenance Programs (FSM), Marketing Programs (i.e. Safe + Secure, Carefree Coverage etc.)
- Other customer satisfaction programs previously or currently offered outside the parameters of this Goodwill Policy (i.e. Enhanced Customer Experience Goodwill Policy)
- Repairs denied under warranty
- No Fault Found (NFF)
- Customer pay repairs declined by the customer
- Damage caused by retailer/technician error
- Grey Market Vehicles

- Aftermarket Parts
- Salvage title or warranty void vehicles
- Reconditioning of used vehicles
- Add on repairs
- Damage/Repairs covered by the vehicle owner's Insurance
- Reimbursement for previous repairs
- Animal/Pet/Rodent damage
- Consequential damage including, but not limited to, commercial loss, lost wages, loss of perishables, property damage etc.
- Wholesale

Goodwill will not be considered for circumstances which occur prior to a customer's vehicle experience. These would include, but not limited to, circumstance such as:

- Change in new vehicle incentives
- Incorrectly specified factory options, color, etc.
- Delays in transport beyond POLESTAR USA control, etc.
- Vehicles in Retailer Inventory

#### PARTS/ACCESSORY WARRANTIES ON GOODWILL REPAIRS

Genuine Polestar Parts and accessories used in a Goodwill repair will be covered under the applicable Genuine Polestar Accessories or Polestar Lifetime Replacement Parts and Labor Warranties.

- % (Percentage) - If the percentage is used, enter the percentage (of the total repair) you are to be paid (1% - 100%). For example: The cost for a repair is \$200, and you wish to be paid \$100, enter 50(%) in the percent field.
- Parts only, Labor only or Sublet only - If reimbursement is for parts, labor or sublet only, check that field. If reimbursement includes a combination of parts, labor or sublet, do not check a field.  
NOTE: Do not enter a combination of payment requests. For example: If "MAX\$" is entered, leave the % field blank. If "Parts only" is checked, leave the "Labor" and "Sublet fields blank.
- Comments - Document the customer's name, the initials (or name) of the responsible dealer representative, and a brief explanation of why Goodwill was provided.
- Participation - Enter the whole dollar amount of participation in each of the three fields, "Customer", "Retailer" and "Polestar". Each field must show a dollar amount even if participation was \$0.  
For example: A \$300 repair was split 50/50 by Polestar and the retail facility. The customer paid nothing for the repair.

The request entry under "Participation" would be:

\$0      \$150      \$150

Customer   Retailer   Polestar

## CLAIM SUBMISSION AND PAYMENT

Once a Goodwill claim has been approved using the Nebula Portal Request System it can be submitted to Polestar for payment through the warranty system.

### ALL GOODWILL CLAIMS REQUIRE PRIOR APPROVAL

Goodwill claims must have a prior approval number (a "DP") to be paid.

- Claims with a general operation number that do not have a valid Polestar part number must have a prior authorization. (Labor only claims when using a general operation number.)
- "Out of Guidelines" claims: vehicles older than 96 months (from the original in-service date) or with mileage greater than 80,000 miles.
- Goodwill assistance for any vehicle still within the new car limited warranty.
- Goodwill Rental Car Assistance Program Claims
- Non-Technical Goodwill Claims

NOTE: Claims with a "DP" prefix will be paid at any age or mileage.

### "APPROVED" PAYMENT FIELD DEFINITIONS

- MAX \$ - Total dollar amount requested for payment. This must match the MAX \$ amount approved.
- OR
- % - The percentage of the total repair cost requested for payment. This must match the percentage approved. The system will automatically calculate payment based on the total cost of the parts and operations in the Goodwill claim.

P, L or S - Part(s), labor or sublet only. Use this option if your requested reimbursement is for parts, labor or sublet only. This must match what has been approved.

NOTE: Do not enter a combination of payment requests. For example: If "MAX\$" is entered, leave the % field blank. If "Parts Only" is checked, leave the "Labor" and "Sublet" fields blank.

## CLAIM SUBMISSION

Dealers will enter claims on their DMS. Claims will be processed and paid electronically.

- Follow regular warranty claim procedures.
- Identify Goodwill repairs as Type 05.
- Complete the Condition/Repair text section of the claim including a brief description of the failure and the reason goodwill is being provided.
- Enter the claim totals (approved for the Goodwill repair).
- Enter the Prior Approval Number in the appropriate field.

### Reconciliation and Accountability

High quality interactions with customers will yield the greatest value for the Goodwill investment. However, good decision-making and customer-handling skills take time to develop.

## Non-Technical Goodwill Claims

### GUIDELINES

Reimbursement to Retailers for payments made on a customer's behalf for any of the following that are charged to Goodwill will be processed through the warranty system after being approved through a nebula request.

- Monthly vehicle lease payment(s) (max 3)
- The purchase of a PPM Contract
- The purchase of a CONNECT Contract
- The purchase of a Polestar Accessory
- To cover towing

A non-technical goodwill claim must be submitted for processing through the warranty system and payments will be included in the dealer's weekly service transaction statement (STS).

### CLAIM DOCUMENTATION

ALL Non-Technical Goodwill claims must be reviewed and authorized by the Regional Operations Manager.

The prior approval suffix is **DP**.

*Authorization will be generated via the Electronic Goodwill/Warranty Authorization Application on Nebula.*

### CLAIM SUBMISSION

The following information is required when entering a non-technical claim.

- LONG Form Claim
- CLAIM TYPE: 05NT
- CAUSE CODE: 98
- SYMPTOM CODE: 1C
- Prior Approval Prefix: DP

Sublet Main Operation Number: Choose One from the List Below Only\*\*

- 07005: Customer Lease Payment (Max 3)
- 07018: PPM Contract Purchase
- 07019: CONNECT Contract Purchase
- 07020: Accessory Purchase
- 01548: Towing less than \$50
- 01549: Towing more than \$50

Sublet Amount: Sublet amount claimed must be equal to the goodwill amount approved by your Aftersales Market Manager.

\*\*Only one of the specific Sublet operations numbers listed above can be submitted. Claims should not be submitted for any other customer satisfaction programs previously or currently offered outside the parameters of the Non-Technical Goodwill Policy (i.e. Enhanced Customer Experience Goodwill Policy).

### CONDITION REPAIR TEXT AND SUPPORTING DOCUMENTATION REQUIREMENTS

The repair text must include the following applicable information and all supporting documentation noted must be attached to the R.O. per audit requirements.

- Lease Payments: include Customer name, address, financial institution name, account number, monthly payment amount and number of payments made. There is a 3-payment maximum. A copy of the reimbursement check from the retailer made out to the customer and a copy of the prior approval and amount authorized from the Electronic Goodwill/Warranty Authorization App must be attached to the R.O.
- FSM/PPM Contracts: include Customer name, address, FSM/PPM contract number, contract cost (Dealer net cost) and Plan type. A copy of the reimbursement check (when applicable) from the retailer made out to the customer, a copy of the FSM/PPM contract and a copy of the prior approval and amount authorized from the Electronic Goodwill/Warranty Authorization App must be attached to the R.O.
- CONNECT Contracts: include Customer name, address, CONNECT contract number, contract cost (Dealer net cost) and contract length. A copy of the reimbursement check (when applicable) from the retailer made out to the customer, a copy of the CONNECT contract and a copy of the prior approval and amount authorized from the Electronic Goodwill/Warranty Authorization App must be attached to the R.O.
- Polestar Accessory: include Customer name, address, description of the accessory purchased, part cost (dealer net cost) and labor time to install (when applicable). A copy of the reimbursement check (when applicable) from the retailer made out to the customer, a copy of the punch time to install the accessory (when applicable), a copy of the prior approval and amount authorized from the Electronic Goodwill/Warranty Authorization App must be attached to the R.O.

Note: These sublet reimbursements are not entitled to the 10% sublet repair mark up. Claims should be submitted for the reimbursement amount authorized under goodwill only.

All standard submission requirements apply to claims filed under the program. Claims should be submitted within 7 days of the repair. Claims submitted beyond 60 days of the repair date will not be processed. As with all claims submitted through the processing system, Polestar will assign a claim number for each R.O. entered.

Claims with administrative errors will be returned for correction in the same manner as a warranty claim would be returned to your facility.

All audit requirements must be met.

Should you have any questions concerning claim preparation & submission of a goodwill claim, you should contact the Warranty Assistance Desk.

For details, see Service Manager Bulletin 00-071 P.

POLESTAR WARRANTY POLICY AND PROCEDURES MANUAL

# Appendix

## INTRODUCTION

Refer to this Appendix to the Warranty Policy and Procedure Manual for a list of the applicable Service Manager Bulletins and other important procedural support documents that are outside the New Car Warranty.

Polestar regularly releases SMB's, and TJ's that are relevant to Warrantable repairs so please refer to the electronic versions on the Nebula Portal for the most up-to-date information.

## SERVICE MANAGER BULLETINS

BULLETIN TITLE	SMB #	US/CANADA
Polestar 1 Complimentary Factory Scheduled Maintenance	SMB 00-010 P	US & Canada
Polestar 2 Complimentary Factory Scheduled Maintenance	SMB 00-011 P	US & Canada
New Vehicle Limited Warranty Brake Pad Wear Policy	SMB 51-002 P	US & Canada
Retail Car Delivery Process MY2021	SMB 17-2021	US & Canada
Retail Car Delivery Process MY2022	SMB 17-2022	US & Canada
Repair Text Requirements	SMB 00-428 P	US & Canada
Repeat or Related Concern Process (RRC)	SMB 00-097 P	US & Canada
Stock Maintenance Checklist	Refer to VIDA	US & Canada
TMA Guidebook	Refer to Nebula	US & Canada
Vehicle Transport Handling Procedures and Policy	Refer to Nebula	US & Canada
Polestar Goodwill Policy	SMB 00-071 P	US & Canada
Polestar Special Tool Warranty Coverage & Claims Process	SMB 00-437 P	US & Canada

# ELECTRONIC REPAIR ORDER DMS REQUIREMENTS

Retailers using Electronic Repair Orders still need to meet the basic repair documentation requirements of a paper system listed in this section of the manual. In addition to the Repair Order requirements listed elsewhere in this manual, Polestar requirements for Electronic Repair Order systems are outlined on the following pages.

## System setup

Proper initial setup of the system is critical to ensuring that all Repair Order requirements in this manual are met. Retailers that are purchasing an Electronic Repair Order system must review their setup screens with their DMS representative to ensure that all Polestar requirements are met. Retailers currently using an Electronic Repair Order system need to ensure that their system setup meets the criteria established for Reynolds and Reynolds and CDK systems, or any DMS provider. Specification setups for ALL DMS systems are detailed on the following pages and need to be set up exactly as shown. Dealer non-compliance of ascertaining all criteria of what is mandatory by Polestar from their DMS provider may result in non-payment of warranty claims, inability to support the dealer with claims processing, and/or may be subject to serious action as the result of a dealer audit.

If you need assistance with these setup specifications, any retailers using a Reynolds and Reynolds system can be assured the Technical Assistance Center (TAC) can meet your needs. Any retailers using ADP should contact their Regional Support Center.

## Repair Order requirements

### ELECTRONIC OR PAPER DOCUMENTATION OF THE CUSTOMER SIGNATURE

Electronic signature of a repair order is compliant with warranty guidelines if it meets the following criteria. It must be date and time stamped, the VIN must be retrievable and readily accessible for a minimum of one year from the claim payment date on the retailer's STS.

A dealer may utilize a third party for electronic signatures, given that they meet the above criteria. Access to records must be available after services with the third party have ended.

If a manual pre-write sheet is used, it must be filled out completely and signed by the customer with no lines skipped. The customer must initial the last open line of the pre-written sheet, and the remaining portion must be lined out with a diagonal line. This example would be an Early-Bird form or envelope.

If the retailer is using a pre-work order, the customer must sign this document. Any additional customer requests must be written in and initialed, with the date and time, by the customer prior to any service or work performed by the technician. ALL add-ons must be authorized by Service Management, with the date and time, prior to any service or work performed by the technician. In either case, all documents must be retained in the vehicle service file.

Add-on repairs must be authorized on the hard copy of the Repair Order. If no hard copy is printed, add-on repairs must be tracked with a numbered log system and cross-referenced to the Repair Order. The comment line of the add-on repair must reference the authorization number from the Add-On Log. Only the service manager is authorized to add a repair line to a Repair Order.

All versions of the technician's notes must appear on the Repair Order and correspond with the repair line. The comments must correspond to the time the job line was open or the last time the technician worked on the vehicle. Any additional comments required after the job line is completed may only be entered after all repairs on the Repair Order have been finished, and they should reference the job line.

Labor time must be supported by realistic technician clock time on the Repair Order.

All technician clock time must appear on the final invoice copy (CDK accounting copy, Reynolds and Reynolds All Detail RO) of the Repair Order.

Technician Payroll Daily Time Sheets/summaries (CDK RTT or Reynolds 3618-#2) must be available within one day of request.

All parts required for the repair must correspond to the repair line of the Repair Order.

A vehicle service history file must be maintained for all Polestar vehicles as stated in the Policy and Procedures Manual and must contain all Repair Orders in their original uncondensed form. The vehicle service history and supporting documents must be retrievable by Vehicle Identification Number and be readily accessible for a minimum of one year from the claim payment date on the retailer's STS. The vehicle service file must contain the:

- Original work order or Repair Order

- Any service pre-writes documenting customer complaints
- Accounting copy
  - Showing all cost distribution for all repair types: customer pay, warranty and internal repairs, e.g., CDK system: “Accounting” copy; for Reynolds and Reynolds system: “All Detail Invoice”
  - NOTE: Any DMS provider – must have a proper accounting format copy as in the example of CDK or R&R.
- Any diagnostic print-outs, tests, test values, adaptation data, etc., including date and time of print out consistent with repair.
- Alignment specs, including date and time of print out consistent with repair
- Sublet receipts, including date and time of print out consistent with repair
- Parts warranty receipts or invoices verifying customer pay parts purchases, etc.

Electronic Repair Order systems must have the capability to reproduce paper copies of electronic Repair Orders within one business day of request.

## Document scanning

Scanned documents that cannot be read or reproduced will be considered lost documents.

It is recommended that retailers box and archive all scanned documents by month. Archiving may assist in situations such as a down or crashed system, possible lost documents, and for recovering illegible scanned documents.

File management, file organization, and document retention processes must be clear and complete.

## Document storage time requirements

Retailers using an Electronic Repair Order system must meet the same document storage requirements as a paper system. The Electronic Repair Order and all supporting documents must be retained in their entirety for a minimum of one year from the claim payment date on the retailer’s STS, including any changes or corrections.

The one-year time period supersedes the two-year requirement per the Claims Process Guide.

Document retention requirements may vary between states/provinces. Retailers should check with their legal counsel to ensure that all record keeping requirements are met. Failure to provide required repair documentation might result in a charge back to the retailer’s parts account.

We have attached the necessary system setup screens for CDK and Reynolds and Reynolds Electronic Repair Order systems. We strongly suggest you review your setup screens to ensure your system meets Polestar repair documentation requirements.

## Service records retention

Retailers must retain Repair Orders on file for a minimum of one year from the claim payment date indicated on the STS. Individual states or provinces may have additional requirements concerning record retention. Please consult your legal counsel concerning these requirements.

### CDK (ERO)

#### Update Forms Option

11 – Actual hours on account copy – Yes

12 – Start/Stop on Accounting copy – Yes

13 – All versions of Tech stories on accounting copy – Yes

#### Update Dispatching Options

9 – Days to retain RSP and RTT information – 365

RSP and RTT reports can be printed and stored to meet one-year document storage requirements if your system has space limitations.

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#### Update ERO Options

3 – Require technician to enter a story when line is completed – Yes

4 – Display Mileage, Cause, and Correction LINES 1 – 3 STY – Yes

Available TK Commands

CMD Description	AVAIL	PASSWD	TRACK
CTH – Change technician’s punch times	No	No	No
DEL – Delete a line	No	No	No
DW – Put technician to diagnostic work	Yes	No	No
SA – Clock tech available	Yes	Yes	No
SB – Clock technician onto break	Yes	Yes	No
SBO – Clock technician off of break	Yes	Yes	No
SC – Clock technician out as complete	Yes	Yes	No
STY – Add, delete, or change technician’s story	Yes	Yes	Yes

Please check the following programs and change each line number accordingly.

For retailers who have service merchandising and service invoicing only

Dealer Setup (3071)

22 – Straight Time Authorization – Yes

Dealer Setup (3621)

15 – Complaint Entry After Each Op – Yes

44 – Management Authorization for Added Operations – Yes

46 – Save Original Cause & Correction Statements – Yes

For retailers who also have the service scheduling application

Dealer Setup (3321)

16 – Time Stamp Option – Yes

17 – Print Stamps on Warranty/Internal Invoice – Yes

18 – Allow Overrides to Tech Time in Invoicing – No

24 – Save Original Cause & Correction Statements – Yes

31 – Teams Time Stamps for Each Technician – No

For retailers whose service scheduling application also includes Electronic Service Integration (ESI)

Dispatch Master (3324) Go to Line# 10 and Answer Yes

1 – Allow Technicians to Pre-Assign Vehicles – No

2 – Allow Technicians to Be Selective of Jobs – No

5 – Allow Complaint Statement to Be Changed (3350/3352) – No

6 – Allow Technicians to Enter Flat Rate Hours – No

7 – Warranty Parts Return Control – Yes

8 – Warranty Parts Return Control Code – Tw

9 – Allow Complaint/Cause/Correction Entry in RO Closeout – Yes

15 – Allow Technicians to Enter New Jobs – No

18 – Allow Technicians to Use the Change Command on All Lines – No

19 – Lock Locate From Technicians Reassignment – Yes

20 – Display Available Tech Maydays When Using Y Command – No  
For retailers who will print the all detail invoice on a laser printer

Laser Printer Forms Setup (3639)

1. Enter a 9 for Invoice on the Command Line (Press Return)

2. Enter an F for Forward on the Command Line (Press Return)

3. Enter a 1 for Line# 1 and Type Out The Descriptive Title of All Detail Invoice

4. All Detail Invoice Copies to Print – Yes

5. Print Heading – No

## Warranty Vehicle Inquiry

We strongly urge all Polestar retailer personnel to perform a Warranty Vehicle Inquiry prior to the repair on a vehicle. The following information will assist in retrieving the vehicle information correctly.

### VEN VEHICLE INQUIRY

When using VEN to review a Warranty Vehicle Inquiry, you are prompted to enter both the model and chassis or complete VIN for the vehicle you are inquiring about.

Once you have completed your entry, please be very careful to only press the enter button once, which will bring up whatever information is in the system for that vehicle, including open campaigns, FSM eligibility, and void information if applicable. If enter is pressed more than once, it clears the information from the screen (just like using the “clear screen” button).

Please be very careful to only press enter once so you will see all the information pertaining to the vehicle. If a vehicle message appears that a vehicle is eligible for Recall or a Service Campaign the History (F4) must be checked to verify if the Recall or Service Campaign have been already satisfied. Claims for duplicate Recall or Service Campaigns will not be paid.

Note: VIDA can also be used to verify applicable eligibility and coverage.

Example 1: This is what you would see when enter is pressed only once.

LB161PVR Warranty Vehicle Inquiry

Enter Model Chassis OR VIN:

Mdl 534 Chassis 391944 VIN [REDACTED] MY 2021

Variant 8 5 4 55 73 2 6 1 Market code 31

Key code 3V5964 Boot Key Radio code 003655

Retail date 112096 Demo date 000000 Selling dealer 36770000

Message(s)

Warranty Void, Contact Region for Specifics.

F3=Exit F4=History F5=Clear Screen F12=Cancel

Example 2: This is what you would see when enter is pressed twice.

LB161PVR Warranty Vehicle Inquiry

Enter Model Chassis OR VIN:

Mdl 534 Chassis 391944 VIN [REDACTED] MY 2021

Variant 8 5 4 55 73 2 6 1 Market code 31

Key code 3V5964 Boot Key Radio code 003655

Retail date 112096 Demo date 000000 Selling dealer 36770000

Message(s)

F3=Exit F4=History F5=Clear Screen F12=Cancel

## WARRANTY AND TMA CONTACT INFO

### Mailing Addresses

The Warranty Department mailing address is:

Polestar Automotive USA LLC  
270 Three Point Drive  
Ridgeville, SC 29472

### TMA DEPARTMENT

Polestar Automotive USA LLC.  
Polestar Automotive USA LLC  
270 Three Point Drive  
Ridgeville, SC 29472  
Phone: 201-767-4742

### VIN AND VARIANT CODES

All VINs can be profiled in the PST in VIDA. All information pertaining to specific VINs can be found in the system.



## ACTIVE CLAIM ERROR REPORT

LBAJIPFR POLESTAR USA LLC Active Claim Errors by Retailer QW90 8/12/20 7:03:12  
 Country US United States

RO number	RO suffix	RO date	Job #	Clm type quoted	Job Status	Ent Date	Error Description
[REDACTED]	[REDACTED]	1/02/20	1	01	PO	7/11/20	OPERATION USED TWICE IN A JOB/INCL IN MAJOR REPAIR LABOR HOURS MUST NOT BR ZERO LABOR COST MUST NOT BE ZERO
[REDACTED]	[REDACTED]	1/02/20	1	R29998	PO	7/11/20	REPAIR DATE OUT OF RANGE FOR CLAIM TYPE REPAIR DATE OUTSIDE LIMITS FOR CLAIM TYPE/VEHICLE
[REDACTED]	[REDACTED]	5/29/20	1	01	PO	8/04/20	NO LABOR PERFORMED, MATERIAL REQUIRED OPERATION NUMBER NOT FOUND IN VSTG
[REDACTED]	[REDACTED]	6/22/20	1	01	PO	7/11/20	Fault trace VST 96XXX not allowed as main Op No
[REDACTED]	[REDACTED]	7/08/20	1	01	PQ	7/17/20	PLEASE REFER TO TEXT MESSAGE FROM PROCESSING Wrong LOPs claimed for TJ. Also TJ instructs to re in position 27 only. Please correct claim and res nk you
[REDACTED]	[REDACTED]	7/09/20	1	FSM330	PO	7/23/20	VEHICLE REGISTRATION REQUIRED Claim type-Cause Code or New Installation Op error
[REDACTED]	[REDACTED]	7/13/20	1	01	PO	7/16/20	Fault trace VST 96XXX not allowed as main Op No
[REDACTED]	[REDACTED]	7/13/20	1	R29998	PO	7/16/20	Claim type-Cause Code or New Installation Op error
[REDACTED]	[REDACTED]	7/17/20	1		PO	7/22/20	FAILING PART NUMBER MISSING OR NOT VALID CLAIM TYPE DOES NOT EXIST
[REDACTED]	[REDACTED]	7/17/20	1		PO	7/22/20	FAILING PART NUMBER MISSING OR NOT VALID CLAIM TYPE DOES NOT EXIST

## DAILY PAID CLAIMS REPORT

Country US United States As of 8/11/20

RO number	RO suffix	Claim Type(Q)	Main OP	Sym Cause Code	RO Date	Labor\$	Part\$	Sublet\$	Total\$
[REDACTED]	[REDACTED]	01	96575	V8 10	8/11/20	13.00	.00	.00	13.00
[REDACTED]	[REDACTED]	R29998	97683	XW 02	8/12/20	45.50	30.67	.00	76.17
[REDACTED]	[REDACTED]	01	51116	V8 10	8/12/20	39.00	238.28	.00	277.28
[REDACTED]	[REDACTED]	R29998	97683	XW 02	8/12/20	45.50	30.67	.00	76.17
[REDACTED]	[REDACTED]	01	36050	V8 10	8/12/20	13.00	.00	.00	13.00
[REDACTED]	[REDACTED]	FSM330	17301	1C 98	8/12/20	65.00	154.85	.00	219.85
[REDACTED]	[REDACTED]	R29998	97683	XW 02	8/12/20	45.50	30.67	.00	76.17
Total for Retailer 3900						266.50	485.14	.00	751.64

LBAADPFR

ANYTOWN CARS USA  
123 MAIN STREET  
ANYTOWN USA

Service Transaction Statement for Period: 06/23/01 to 06/29/01  
Claim Status Section

Part stmt ref: 10629

1234

UI [Redacted]

Repair Order#	POLESTAR Ref#	Repair Date	Credit \$Amount	Status	Notice #	Qty	Part Or Operation	Sub let	Op Hours	Requested \$Amount	Variance \$Amount
[Redacted]	[Redacted]	3/13/01	.00	Pending							
[Redacted]	[Redacted]	3/02/01	.00	Reject***							
[Redacted]	[Redacted]	3/02/01	.00	Reject***							
[Redacted]	[Redacted]	3/19/01	.00	FinlNotce	4						
[Redacted]	[Redacted]	3/19/01	.00	FinlNotce	4						
[Redacted]	[Redacted]	3/20/01	.00	FinlNotce	4						
[Redacted]	[Redacted]	3/20/01	.00	FinlNotce	4						
[Redacted]	[Redacted]	4/02/01	.00	Errors	2						
[Redacted]	[Redacted]	3/20/01	9.95	Paid							
[Redacted]	[Redacted]	4/06/01	62.99	Paid							
[Redacted]	[Redacted]	3/29/01	.00	Pending							
[Redacted]	[Redacted]	4/04/01	9.95	Paid							
[Redacted]	[Redacted]	4/10/01	83.51	Paid							
[Redacted]	[Redacted]	4/04/01	75.00	Paid							
[Redacted]	[Redacted]	4/05/01	.00	Pending							
[Redacted]	[Redacted]	4/05/01	9.95	Paid							
[Redacted]	[Redacted]	4/04/01	9.95	Paid							
[Redacted]	[Redacted]	4/05/01	9.95	Paid							
[Redacted]	[Redacted]	4/05/01	9.95	Paid							
[Redacted]	[Redacted]	4/06/01	26.52	Paid		Labor	1.0	00109	.80	29.60	3.08-
[Redacted]	[Redacted]	4/09/01	45.00	Paid						Total:	3.08-
[Redacted]	[Redacted]	4/09/01	9.95	Paid							
[Redacted]	[Redacted]	4/10/01	9.95	Paid							

Indicates claim is rejected.  
Not corrected within 4-week time limit. Claim is finalized.

Indicates this is the fourth consecutive appearance on the Transaction Statement and the claim has not been corrected.  
If not corrected within the next week, the claim will be finalized as a rejected claim.

Claim status

STS

L8AAOPFR		POLESTAR - QW90		Service Transaction Statement For Period: 06/23/01 to 06/29/01				Part stmt ref: 10629		
ANYTOWN CARS USA 123 MAIN STREET ANYTOWN USA		1234		Claim Status Section						
		US 10001								
Repair Order#	POLESTAR Ref#	Repair Date	Credit \$Amount	Status	Notice #	Qty	Part Or Sub Operation let	Op Hours	Requested \$Amount	Variance \$Amount
		3/27/01	.00	Errors	3					
		3/29/01	.00	Errors	3					
		4/09/01	.00	Errors	1					
		3/19/01	.00	Errors	3					
		4/02/01	.00	Errors	2					
		4/04/01	570.06	Paid						
		3/25/01	.00	Errors	3					
		4/04/01	88.15	Paid		Parts 1.0	8659105-0		55.86	22.34
									Total:	22.34
		4/03/01	88.15	Paid						
		3/28/01	.00	Errors	3					
		4/04/01	1153.38	Paid						
		3/28/01	.00	Errors	3					
		4/09/01	.00	Errors	1					
		4/04/01	294.53	Paid						
		4/03/01	138.29	Paid		Parts labor 4.0	9483170-0	3.80	13.40	1.08-
						1.0	83612		121.60	4.37
		4/04/01	570.06	Paid						
		3/25/01	.00	Errors	3					
		4/03/01	.00	Errors	2					
		4/10/01	318.75	Paid						
		4/03/01	.00	Errors	2					
		4/09/01	.00	Errors	1					
		4/09/01	570.06	Paid						
		4/10/01	33.15	Paid		labor 1.0	88468	1.00	32.00	1.15
									Total:	1.15

Indicates that the claim has been in error status for 3 weeks and is not corrected.

Indicates first appearance on the Transaction Statement and the claim requires correction.

Indicates claim is paid, exact amount requested.

LBAAOPFR		POLESTAR - QW90		Service Transaction Statement For Period: 06/23/01 to 06/29/01		Part stmt ref: 10629	
ANYTOWN CARS USA 123 MAIN STREET ANYTOWN USA		1234		Claim Status Section			
Repair Order#	POLESTAR Ref#	Repair Date	Credit \$Amount	Status	Notice #		
		4/02/01	33.15	Paid			
		3/12/01	.00	Rejected			
		3/19/01	.00	Rejected			
		3/14/01	39.78	Paid		Labor 1.0 01711 1.20	38.40 Total: 1.38
		7/31/00	.00	Rejected			
		8/26/00	.00	Rejected			
		8/02/00	.00	Rejected			
		3/26/01	39.78	Paid		Labor	
		2/17/01	57.28	Paid		Parts Parts 1.0 711042-0	39.42 Total: 13.78 31.52-
		2/12/01	16.58	Paid		Labor 1.0 85119 .50	1.70 Total: 14.88
		2/20/01	.00	FinlNotce	4		
		2/15/01	.00	FinlNotce	4		
		2/17/01	.00	FinlNotce	4		
		2/17/01	.00	FinlNotce	4		
		2/17/01	.00	FinlNotce	4		
		2/17/01	.00	FinlNotce	4		
		2/13/01	.00	FinlNotce	4		
		3/08/01	.00	FinlNotce	4		
		4/02/01	9.95	Paid			
		3/14/01	.00	FinlNotce	4		
		3/01/01	.00	FinlNotce	4		
		3/08/01	.00	FinlNotce	4		

Indicates claim was paid within variance to what was requested – claim was paid \$1.38 more in labor than was requested.

Indicates claim is rejected – claim is finalized – no corrections can be made to this claim – it may be appealed, no action.

Indicates claim was paid \$31.52 less than requested in Parts.

Indicates fourth consecutive appearance on the Transaction Statement and the claim has not been corrected. If not corrected, the claim will automatically be rejected.

Claim status

L8AA0PFR		POLESTAR - 0490		Part stmt ref: 10629			
ANYTOWN CARS USA 123 MAIN STREET ANYTOWN USA		Service Transaction Statement For Period: 06/23/01 to 06/29/01 Claim Status Section					
Repair Order#	POLESTAR Ref#	Repair Date	Credit \$Amount	Part Or Sub Op Qty	Part Operation Let Hours	Requested \$Amount	Variance \$Amount
		4/09/01	9.95 Paid				
		4/09/01	9.95 Paid				
		8/31/00	.00 FinlNotce	4			
Dealer Total:			16786.67				

Note: REJECT\*\*\* - Rejected, no response within time limit.

# Polestar

LBABOFFR

POLESTAR

Service Transaction Statement For Period: 2/17/18 to 2/23/18  
 Pre-Delivery Service (PDS) Section  
 1234

Part stmt ref: 80224

Anytown CARS USA  
 123 Main Street  
 Anytown, USA 10001

NH 03060

Repair Order#	POLESTAR Ref#	Repair Date	Claim type set	Credit \$Amount	Message	Miscellaneous	Vin
		2/05/18	CPS	243.00			
		1/25/18	CPS	243.00			
		1/25/18	CPS	243.00			
		2/03/18	CPS	243.00			
		1/25/18	CPS	243.00			
		2/05/18	CPS	243.00			
		2/05/18	CPS	243.00			
		2/05/18	CPS	243.00			
		2/13/18	CPS	243.00			
		2/13/18	CPS	243.00			
		2/13/18	CPS	243.00			
		2/14/18	CPS	243.00			
		2/03/18	CPS	243.00			
		2/03/18	CPS	243.00			
		2/05/18	CPS	243.00			
		2/03/18	CPS	243.00			
		1/25/18	CPS	243.00			
		2/03/18	CPS	243.00			
		1/25/18	CPS	243.00			
		2/14/18	CPS	243.00			
		2/14/18	CPS	243.00			
		2/14/18	CPS	243.00			
		1/25/18	CPS	202.50			
Dealer total:				5548.50			

# Polestar

## STS – FSM Section

LB11111

### POLESTAR

t For Period: 12/31/11 to 1/06/12

Part stat ref: 12345

Anytown CARS USA  
123 Main Street  
Anytown, L

3588

F. S. M. Section

Repair Order#	Key#	Date	\$AMOUNT	#	Qty	Part Or Operation	Sub let	Op Hours	Requested \$Amount	Variance \$Amount
		7/14/08	.00	Pending						
		12/09/11	124.14	Paid	1.0	750013-0			11.05	5.38
					8.0	8889954-0			29.60	1.60
					1.0	8888889-0			2.80	6.20
									Total:	13.18
		12/20/11	376.66	Paid	1.0	742031-0			51.34	25.06
					2.0	769113-0			104.80	51.16
					1.0	51217		1.50	166.50	22.20
									Total:	54.02
		12/29/11	190.34	Paid	1.0	742031-0			51.34	25.06
					1.0	9510213-0			.46	2.47
					1.0	51204		.90	99.90	11.10
									Total:	38.63
		12/31/11	175.73	Paid	1.0	8692305-0			10.81	5.27
					1.0	780376-0			17.16	8.38
					6.0	8889954-0			30.60	6.30
					1.0	8888889-0			2.80	6.20
									Total:	13.55
		12/31/11	60.64	Paid	1.0	1250286-0			38.84	10.70
									Total:	10.70
		12/31/11	27.26	Paid	1.0	1290076-0			12.67	3.49
									Total:	3.49
		1/03/12	195.36	Paid	1.0	750013-0			11.05	5.38
					8.0	8889954-0			40.80	8.40
					1.0	8888889-0			2.80	6.20
					1.0	767022-0			24.68	12.04
									Total:	15.22
		1/03/12	195.36	Paid	1.0	750013-0			11.05	5.38
					8.0	8889954-0			40.80	8.40
					1.0	8888889-0			2.80	6.20
					1.0	767022-0			24.68	12.04
									Total:	15.22
		1/03/12	184.26	Paid	1.0	750013-0			11.05	5.38
					8.0	8889954-0			40.80	8.40
					1.0	8888889-0			2.80	6.20
					1.0	767022-0			24.68	12.04
									Total:	15.22
		1/04/12	195.36	Paid	1.0	750013-0			11.05	5.38
					8.0	8889954-0			40.80	8.40
					1.0	8888889-0			2.80	6.20

Reprocessed claim

LBABCPFR		POLESTAR - 0490		Service Transaction Statement For Period: 6/23/01 to 6/29/01		Part stmt ref: 10629
ANYTOWN CARS USA 123 MAIN STREET ANYTOWN USA		US	10001	1234	Reprocessed Claim Section	
Repair Order#	POLESTAR Ref#	Repair Date	Credit Date	Reprocessed \$Amount	Reason For Reprocessing	Adjustment number
375047B	27330461	10/09/00	10/21/00	344.82	PARTS AND LABOR ACCEPTED BY TMA STS 3-31-01	
376716C	27555242	11/16/00	12/02/00	71.05	PARTS AND LABOR ACCEPTED BY TMA STS 3-31-01	
376769B	27555246	11/17/00	12/02/00	324.57	PARTS AND LABOR ACCEPTED BY TMA STS 3-31-01	
376872A	27555249	11/22/00	12/02/00	71.05	PARTS AND LABOR ACCEPTED BY TMA STS 3-31-01	
381179A	27965480	2/20/01	2/24/01	8.80-	ADJUST ADMIN. ALLOWANCE - REFER TO 3/31/01 STS	
381420B	28008804	2/28/01	3/10/01	212.09-	no defect found	
381561B	28053485	3/01/01	3/17/01	8.80-	ADJUST ADMIN. ALLOWANCE - REFER TO 3/31/01 STS	
381725B	28067989	3/13/01	3/24/01	149.01-	part not received from dealer	
Reprocessed Paid Claims . . . . .				432.79		
Reprocessed Core Credit . . . . .				.00		
Reprocessed F.S.M. Claims . . . . .				.00		
Reprocessed GVC claims . . . . .				.00		
Reprocessed PDS Wholesale . . . . .				.00		
Reprocessed PDS Retail . . . . .				.00		
Reprocessed Grand Total . . . . .				432.79		

Parts disposition

LBRASPHK		POLESTAR - 0490		Service Transaction Statement For Period: 6/23/01 to 6/29/01		Part stmt ref: 10629	
ANYTOWN CARS USA 123 MAIN STREET ANYTOWN USA		US		1234		10001	
Repair Order#	POLESTAR Ref#	Repair Date	Disposition	Part Number	Description	Qty	Ship To
382319A	28098187	3/21/01	SCRAP OR CORE	08628377-7	BULB SOCKET, ASSEM	1.0	
382319B	28098188	3/21/01	SCRAP OR CORE	08628222-5	STOP LUG	2.0	
382321A	28098189	3/21/01	SCRAP OR CORE	00965826-0	BULB	1.0	
382325A	28098190	3/21/01	SCRAP OR CORE	09159873-0	ECM RELOAD	1.0	
382329A	28117993	3/26/01	SCRAP OR CORE	09475257-0	SERVICE KIT	1.0	
382329C	28117994	3/26/01	SCRAP OR CORE	08628222-5	STOP LUG	2.0	
382329C	28117995	3/26/01	SCRAP OR CORE	08628377-7	BULB SOCKET, ASSEM	1.0	
382333A	28117996	3/23/01	*RETURN*	08601630-0	CONTROL MODULE, EX	1.0	
382336A	28098191	3/22/01	SCRAP OR CORE	09438288-0	ECM GASOLINE RELDA	1.0	TMA
382342B	28098194	3/22/01	*RETURN*	09452456-0	REMOTE CONTROL	1.0	TMA
382344A	28098195	3/22/01	SCRAP OR CORE	09438429-0	REMOTE KEY APPLICA	1.0	
382344B	28098196	3/22/01	SCRAP OR CORE	30859455-0	LEVEL SENSOR	1.0	
382345A	28098197	3/22/01	SCRAP OR CORE	00000011-0	EQUALS NPN	1.0	
382353A	28098198	3/22/01	SCRAP OR CORE	08628377-7	BULB SOCKET, ASSEM	1.0	
382357A	28098199	3/22/01	SCRAP OR CORE	08628222-5	STOP LUG	2.0	
382357B	28098200	3/22/01	SCRAP OR CORE	09459947-0	BATTERY	1.0	
382357C	28098201	3/22/01	SCRAP OR CORE	08623927-0	ENGINE MOUNTING	1.0	
382359A	28098202	3/22/01	SCRAP OR CORE	00981465-0	BULB	2.0	
382360A	28098203	3/23/01	*RETURN*	08628377-7	BULB SOCKET, ASSEM	1.0	TMA
382361B	28098205	3/22/01	SCRAP OR CORE	08628222-5	STOP LUG	1.0	TMA
382361C	28098206	3/22/01	SCRAP OR CORE	09494387-0	ANTENNA	1.0	
382363A	28098207	3/22/01	SCRAP OR CORE	03533551-0	ADAPTER	1.0	
382363B	28098208	3/22/01	SCRAP OR CORE	09151642-0	LAMP SOCKET	1.0	
382364A	28098209	3/22/01	SCRAP OR CORE	09483960-0	HOUSING	1.0	
382364B	28098210	3/22/01	SCRAP OR CORE	09452668-0	WIRING HARNESS	1.0	
382364C	28098211	3/22/01	SCRAP OR CORE	00000011-0	EQUALS NPN	2.0	
382366A	28098212	3/22/01	SCRAP OR CORE	08634736-0	LINK	1.0	
382366B	28098213	3/22/01	SCRAP OR CORE	08628377-7	BULB SOCKET, ASSEM	2.0	
382366C	28098214	3/22/01	SCRAP OR CORE	08628222-5	STOP LUG	1.0	
382367A	28098215	3/22/01	SCRAP OR CORE	00965826-0	BULB	2.0	
382367B	28098216	3/22/01	SCRAP OR CORE	08628377-7	BULB SOCKET, ASSEM	1.0	
382371A	28098218	3/22/01	SCRAP OR CORE	08628222-5	STOP LUG	1.0	
382372A	28098219	3/22/01	SCRAP OR CORE	08628222-5	STOP LUG	2.0	
382374A	28117997	3/23/01	SCRAP OR CORE	08638452-0	SWITCH	1.0	
382375A	28098220	3/22/01	SCRAP OR CORE	08628377-7	BULB SOCKET, ASSEM	1.0	
382375B	28098221	3/22/01	SCRAP OR CORE	08628222-5	STOP LUG	2.0	
382375C	28098222	3/22/01	SCRAP OR CORE	09459947-0	BATTERY	1.0	
382375D	28098223	3/22/01	SCRAP OR CORE	08628377-7	BULB SOCKET, ASSEM	1.0	
382376A	28098224	3/22/01	SCRAP OR CORE	01270603-0	ENGINE SPEED SENSO	1.0	
382378A	28098225	3/22/01	SCRAP OR CORE	30864132-0	NIPPLE	1.0	
382378B	28098226	3/22/01	SCRAP OR CORE	09494424-0	RELAY	1.0	
				08628377-7	BULB SOCKET, ASSEM	1.0	
				00274147-8	KIT	1.0	
				08628222-5	STOP LUG	2.0	
				08638452-0	SWITCH	1.0	
				08628377-7	BULB SOCKET, ASSEM	1.0	
				08628222-5	STOP LUG	2.0	

Request from Polestar to return part.

Summary

LB11111		POLESTAR							Part stmt ref: 12345
Anytown CARS USA 123 Main Street Anytown, USA 10001		Service Transaction statement For Period: 2/17/18 to 2/23/18							
		Summary Section							
		3123							
Section	Count	\$Amount	\$Parts	\$Labor	\$Sublet	\$Tax	\$Gross		
<b>Standard Claim Section</b>									
Credits	21	17137.20	13507.20	3564.00	66.00	.00	17137.20		
Reprocessed	0	.00	.00	.00	.00	.00	.00		
Total	21	17137.20	13507.20	3564.00	66.00	.00	17137.20		
MTD total	21	17137.20							
<b>Core Credit Section</b>									
Credits	0	.00	.00	.00	.00	.00	.00		
Reprocessed	0	.00	.00	.00	.00	.00	.00		
Total	0	.00	.00	.00	.00	.00	.00		
MTD Total	0	.00							
<b>F.S.M. Section</b>									
Credits	32	9697.55	6282.05	3415.50	.00	.00	9697.55		
Reprocessed	0	.00	.00	.00	.00	.00	.00		
Total	32	9697.55	6282.05	3415.50	.00	.00	9697.55		
MTD Total	32	9697.55							
<b>GVC Maintenance Program Section</b>									
Credits	0	.00	.00	.00	.00	.00	.00		
Reprocessed	0	.00	.00	.00	.00	.00	.00		
Total	0	.00	.00	.00	.00	.00	.00		
MTD Total	0	.00							
<b>Pre-Delivery Service Section</b>									
Credits	23	5548.50	.00	5548.50	.00	.00	5548.50		
Reprocessed	0	.00	.00	.00	.00	.00	.00		
Total	23	5548.50	.00	5548.50	.00	.00	5548.50		
MTD Total	23	5548.50							

## **PRIOR APPROVAL CLAIMS**

From time to time, Polestar will need to follow up on vehicle quality as thoroughly and quickly as possible, and certain repairs will require higher levels of authorization and prior approval.

Customer Symptom Based fault tracing and the search function in TIE will bring technicians to the applicable TJs for each vehicle.

Specific authorization and prior approval information will be provided in the related TJs. Follow the detailed instructions regarding authorization and/or prior approval.

## VEHICLE REGISTRATION REQUEST

Scan and submit this request via Warranty Support Case.

This form is for use when vehicle registration is required. Please ensure that all information is complete and accurate as the quality of the response will depend upon it.

Retailer name: \_\_\_\_\_ Phone: \_\_\_\_\_

Retailer number: \_\_\_\_\_ Fax: \_\_\_\_\_

Contact name: \_\_\_\_\_ Demo date: \_\_\_\_\_

VIN: \_\_\_\_\_ Retail date: \_\_\_\_\_

Retail dealer code: \_\_\_\_\_

Service manager signature: \_\_\_\_\_

Print service manager's name: \_\_\_\_\_

(Service manager's signature is required to process this request)

Polestar response:



SURVEY

# Polestar

## Warranty/Market Labor Rate Survey

Repairer Name	Repairer Code
Address	City, State, Zip

This form is to provide warranty and retail labor rate info. Selected Retailers should be nearest and representative of the market.	Labor Rates		Polestar Verification
	Retail	Warranty	
Audi			Date
Tesla			Date
BMW			Date
Mercedes - Benz			Date
Volvo			Date
Porsche			Date

**Selected Retailers should be the same as on previous labor rate requests, and reflect the franchises listed above. Any changes must be explained below. Enter information in grey fields and % variance calculates automatically. Variance greater than retail market average requires repair order analysis.**

Repairer Current Warranty Labor Rate		% Variance
Repairer Retail Rate		$\frac{\text{Retailer Request} - \text{Market Average Retail}}{\text{Market Average Retail}} = \#DIV/0!$
Market Average Retail		
Repairer Requested Labor Rate		

**ADDITIONAL REQUIREMENTS:** Wage Data and Fringe Benefits Analysis R.O. Analysis

**REGION/AREA REMARKS:**

**NOTE: Attach Retailer's Labor Rate Request** \_\_\_\_\_ Head of Customer Service \_\_\_\_\_ Date \_\_\_\_\_

<b>POLESTAR USE ONLY</b>
Authorized Polestar Signature _____ Date _____

version 0212