

Service Manager Bulletin

TITLE:

BST Wrap & Stripe Repair Process

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The Polestar 2 BST is equipped with a 3M™ Wrap Film and Graphics, applied as a stripe, full color-change wrap or both. The material is applied on top of the vehicles factory paint and glass. Because of the nature of this material, it is considered a Wear and Tear Item. Polestar has elected to provide additional warranty coverage on the material and installation of the wrap and/or graphic.

What is warranted

Polestar will, without charge and as determined by Polestar at its discretion, repair, replace, or adjust all parts of your Wrap or Graphics that fail during normal use. Polestar and its authorized Service Points will conduct an evaluation of all faults before repair to determine warranty eligibility.

The Warranty Period – Two (2) years / unlimited mileage

The warranty period for repairs is two (2) years. The warranty starts on the date the vehicle is sold/delivered to the first retail purchaser or put into service as a loaner, whichever occurs first. Vehicles placed into Retailer Demonstrator Service will receive the remainder of the Wrap and/or Graphic warranty.

What is not warranted

- Vehicles severely damaged and/or declared to be a total loss by an insurer.
- Environmental damage to the wrap and/or graphic 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.
- Repair or replacement of the wrap and/or graphics after body work or repairs.
- Damage due improper cleaning. Refer to the included Care Instructions.
- Failures resulting from misuse, abuse, negligence, overloading, modifications, accidents, racing, or accessories such as roof rails.
- Removal or modification of the wrap and/or graphic.

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Wrap or Graphic Film Replacement Process

Warranty repairs to wrap or stripe are to be performed by a Star Shield Solutions' approved installer and will be completed at a Polestar Service Point or environmentally conducive facility.

If a customer brings a vehicle to the workshop alleging a defect in the wrap or stripe film, the service point will need contact Polestar to validate the cause of the defect, receive pre-authorization and schedule a visit from Polestar's authorized servicer Star Shield Solutions.

- Create a Nebula Warranty Claim Authorization case with the following information:
 - Vehicle information, including model, year, VIN, and color
 - Nature of the claim (brief description of the problem)
 - Images or pictures detailing the affected area
 - Contact information for a person authorized to schedule the repair at the Service Point (Service Manager etc.)
- Review to be complete within 3 business days, during which time additional details and photos may be requested. Delays in providing documentation may extend review time.
- Polestar and Star Shield Solutions together will determine eligibility of the vehicle and concern based on the information provided.
- If the claim is approved under warranty, Polestar will provide a preauthorization number, and repair material will be shipped to the Service Point.
- Star Shield Solutions will contact the retailer authorized scheduler to set up a date for the repair.
- Star Shield Solutions may specify certain components that will need to be removed from the vehicle prior to arrival.
- The WRAP OR GRAPHIC FILM kit should arrive at the dealership within five (5) working days pending material availability.
- At the scheduled appointment The WRAP OR GRAPHIC FILM installer will inspect and verify that the damage is warrantable and perform the repair at the Service Facility or at a pre-determined environmentally conducive facility.
- The Service Point will reassemble any removed components with the wrap or stripe installer present to allow for any issues or concerns during reassembly.

The vehicle does not need to remain in service between the approval of a claim and the scheduled repair date unless needed for disassembly.

Repair time is dependent on the component to be repaired, please allow 2-6 hours for the stripe or wrap install time, during which time a technician is not necessary to be present or assisting.

Technician assistance will be necessary for disassembly and reassembly and will be reimbursed through normal warranty using standard labor ops for the items removed and installed.

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Claim Submission Procedures

For warranty repairs, the service point will be reimbursed for documenting the claim as well as labor for disassembly and reassembly:

CSC (Customer Symptom Code) = ZW. Component exterior wrong installation/missing

Labor Operation = 84229 Decor tape

Time for inspection 0.3

Please specify this SMB Reference number in Repair order text

Claim Type 01PS

Operations needed for disassembly and reassembly to be claimed per VIDA as needed.

For Damages not covered

Star Shield Solutions will be able to provide a quote as requested directly at 1-866-NO-CHIPS (1-866-662-4477) or salesupport@starshieldsolutions.com. This will include reapplication or removal of WRAP or Graphic Film after the warranty period has ended. Dealer direct pricing will be provided for all quotes.