

Service Manager Bulletin

TITLE:

Polestar Complimentary Software Update

GROUP: 00	NO: 045P	ISSUING DEPARTMENT:	CAR MARKET: United States and Canada	
REVISIONS: Changed CSC and cause code			ISSUE DATE: 2024-01-18	STATUS DATE: 2024-02-16
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Polestar maintains a complimentary update program to be performed upon customer request at time of any service. Please see details and limitations below.

While Polestar encourages customers to update their vehicles via Over the Air (OTA), some customers may not always install updates promptly. Additionally, software generally becomes available in VIDA ahead of an OTA release and customers wish to have the absolute latest software.

Guidelines

Polestar includes a complimentary software update upon customer request, to be claimed under the claim type SWUPGPS.

- Claim type begins 2 months after delivery – Pre-Delivery Service includes a software update and should be performed near the date of delivery. The complimentary update program is not to be used for updating a vehicle before or at time of delivery.
- SWUPGPS claim type lasts for 3 years from the date of delivery, see available claim types in VIDA for any specific vehicle for exact dates.
- If a total software upgrade is to be performed as part of a repair, the complimentary update must not be claimed. Instead claim under the applicable warranty, for example: base warranty 0148PS or service campaign S10227
- Customers may request the complimentary update alone without other service if desired. In these cases, Pick-up and drop off services are not offered.
- Complimentary update is for customer vehicles only, loaner and demo vehicles must be kept up to date with OTA software updates.

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Claiming

- Claim Type: SWUPGPS
- Symptom: XW
- Complaint/Cause Code: 98
- Operation Code: 36004
- Part: 32292674 or 32292676 as necessary