

Service Manager Bulletin

TITLE:

Polestar Certified Pre-Owned (CPO)

GROUP: 00	NO: 061P	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
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Polestar Certified Pre-Owned Coverage & Claiming

Polestar Certified Pre-Owned (CPO) is a Polestar-provided extension of warranty for two years, unlimited miles from date of purchase or end of Factory 4-year/50000 mile, whichever date is longer. The intention is to offer customers the best protection through Polestar and performed exclusively at Polestar-trained and certified workshops.

Details below are to elaborate on questions regarding service claiming and factory scheduled maintenance.

Verifying Coverage

Warranty start and end dates in VIDA under Planning & Diagnostics -> Planning -> Claim types. The claim type CPOWPS will indicate coverage and start and end dates.

Service

Please see attached customer documentation for exact coverage details.

General guidance for claim instructions, processing and policies can be found in the Warranty Policies and Procedures Manual (WPPM) on Nebula. As this warranty is provided by Polestar, all normal servicing policies apply including prior approval for required parts and Technical Material Analysis (TMA) returns as specified in the WPPM.

Service Claiming

Factory warranties always apply first, including but not limited to BEV8PS, 03PS (SRS), 0148PS (Factory warranty) and service actions.

Claim Type CPOWPS

For general claiming details, please refer to the Warranty Policies and Procedures Manual on Nebula.

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Maintenance

The service schedule for Polestar is every 2 years or 20,000 miles (32,000km), whichever occurs first. The schedule is set out in the Status & Warranty booklet in the car and on Vida. The vehicle will also notify the customer when to schedule service.

Polestar CPO coverage includes complimentary maintenance at this interval for the duration of the CPO warranty.

To perform a scheduled maintenance on a Polestar vehicle, follow the instructions in Vida. With the vehicle open in Vida navigate to Lists -> New List -> Type mileage -> then select the program. The Print Icon will allow you to create a check sheet for the service to flag each step as 'Done'. This Check List can also be printed out.

Maintenance Claiming

Claim Type	CPOWPS	
Cause Code	98	
Symptom Code	1C	
Operation	17300	Original Service
	17432	Air cleaner passenger compartment
Part Number	31497285	MULTI FILTER x1

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CERTIFIED BY POLESTAR LIMITED WARRANTY REGISTRATION

CUSTOMER

Customer Name

Order Number

SELLING SPACE

Space Name

Space Address

PURCHASE DATE

Date

VEHICLE

Vehicle Identification Number

LIMITED WARRANTY EXPIRATION

Date

Model

Model Year

Mileage

LIMITED WARRANTY PERIOD

The coverage under this warranty begins (a) at the expiration of the new vehicle warranty or (b) at the vehicle purchase date, whichever occurs later, and remains in effect until the earlier of two years, whichever comes first (the "Warranty Period"). Mileage is unlimited.

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CERTIFIED BY POLESTAR LIMITED WARRANTY COVERAGE

**MECHANICAL BREAKDOWN COVERAGE COVERS ALL MECHANICAL COMPONENTS AND PARTS except for items in Section "D WHAT IS NOT COVERED."*

** Any repairs/parts replacements under this Limited Warranty are required to be performed by Authorized Polestar Service points only.*

** Emergency repairs at an unauthorized repair facility. Polestar (Administrator) reserves the right to decide if a repair was indeed an Emergency and has the final say in authorizing such a repair and reimbursement under this Limited Warranty. Any repair performed by an unauthorized repair facility is subject to refusal.*

** Vehicles covered by this Limited Warranty are covered by Polestar Roadside Assistance for the duration of the Limited Warranty.*

** Factory scheduled maintenance program to inspect certain vehicle parts and identify/recommend the repairs is covered for the duration of this Limited Warranty. Factory scheduled maintenance is performed on mileage and time schedule. Please refer to the Status and Warranty manual for details.*

PLEASE SEE THE ADDITIONAL TERMS, CONDITIONS, AND EXCLUSIONS LISTED BELOW

Terms and Conditions for Certified by Polestar program Coverage

THIS LIMITED WARRANTY IS SUBJECT TO THE FOLLOWING TERMS, CONDITIONS, LIMITATIONS, EXCEPTIONS, AND DEFINITIONS PRINTED ON BOTH THE FRONT AND BACK OF THE LIMITED WARRANTY. NO PERSON HAS THE AUTHORITY TO CHANGE THIS LIMITED WARRANTY OR TO WAIVE ANY OF ITS PROVISIONS. THIS LIMITED WARRANTY IS FOR THE SOLE BENEFIT OF THE CUSTOMER NAMED HEREIN AND APPLIES ONLY TO THE VEHICLE DESCRIBED IN THE CUSTOMER INFORMATION SECTION OF THIS LIMITED WARRANTY.

DEFINITIONS OF TERMS:

- **Administrator:** means Polestar Automotive USA Inc. (Polestar)
- **Authorized Polestar Space:** A dealer authorized by the company to conduct retail operations pursuant to the current executed agreement
- **Coverage:** means the items listed in the Coverage section of this Limited Warranty
- **Emergency repair/Part(s) replacement:** means a mechanical breakdown or safety-related issue where a Polestar Service Point is not a reasonable option for repair
- **In-Service Date:** means the date the Vehicle was first put into service, not the date You purchased Your Vehicle. The time and mileage limits of the term start the day the Vehicle is first put In-Service and at zero (0) miles.
- **Limited Warranty:** means the Coverage which you received with the Vehicle. You are not being charged for this Limited Warranty Term, and therefore it is non-cancelable. (This Limited Warranty is not an Extension of the original New Car Warranty.)

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- **Mechanical Breakdown or Failure:** means the inability of any covered part(s) to perform the function(s) for which it was designed due to defects in material or workmanship. Mechanical Breakdown does not include the gradual reduction in operational performance due to normal wear and tear, where a Failure has not occurred. Polestar has established tolerances for the express purpose of defining Failure and serviceability. When specifications exceed the Polestar tolerances, a Failure will be considered to have occurred.
- **Selling Space:** means the space from whom you received this Limited Warranty.
- **Vehicle:** means the Vehicle described in the Customer Information section of this Limited Warranty. – **We, Us, Our:** means Polestar Automotive USA Inc. – **You, Your:** means the customer who purchased the Vehicle and the holder of this Limited Warranty.

A) OUR RESPONSIBILITIES:

We agree to repair or replace any of the parts covered if required due to Mechanical Breakdown or Failure. At Our election, We will repair or pay the cost of repair for any Mechanical Breakdown or Failure of a covered part (repaired or replaced by an Authorized Polestar Service Point). For additional information see the section “G. LIMITS OF LIABILITY.”

B) YOUR RESPONSIBILITIES:

- To keep this Limited Warranty valid, You must have Your Vehicle serviced as recommended by Polestar. If requested, proof of required service including verifiable receipts showing the date and mileage of the Vehicle at the time of service must be presented in order to have repairs begun on Your Vehicle.
- Service within 1,000 miles and/or 30 days of the recommended interval shall be considered compliance under the terms of this Limited Warranty.
- Upon customary and reasonable notice of the occurrence of a Mechanical Breakdown or Failure, You shall protect the Vehicle from further damage, whether or not such Mechanical Breakdown or Failure is covered by this Limited Warranty. Any operation of the Vehicle that results in further damage, related to the original Mechanical Breakdown or Failure, shall be considered Your failure to protect the Vehicle and shall not be covered under this Limited Warranty.
- You are responsible for making sure the warning light and the temperature warning light are functioning before driving the Vehicle. You are required to safely pull Your Vehicle off the road and shut it off immediately when either of these lights/gauges indicates a problem.
- You must give Your authorization to the Authorized Polestar Service Point for teardown to diagnose a problem. You may be required to supply the Administrator and or Polestar Space with all maintenance records for service performed on the Vehicle, when the maintenance involved relates to the specific Failure or to verify odometer operation.
- It is Your responsibility to make every effort to have Your Vehicle repaired or part(s) replaced under this Limited Warranty by an Authorized Polestar Service Point. If conditions beyond your control warrants an emergency repair, it is Your responsibility to have Your Vehicle inspected by an Authorized Polestar Service Point immediately following the emergency repair, for reimbursement consideration under this Limited Warranty. The final decision on whether such a repair or part(s) replacement is deemed a true “emergency” is at the sole discretion of the Administrator.

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- You will be responsible for any portion of the repair or part(s) replacement not considered to be an “emergency” under this Limited Warranty.

C) IN CASE OF MECHANICAL BREAKDOWN OR FAILURE

1) In the event of Mechanical Breakdown or Failure You may take Your Vehicle to any Authorized Polestar Service Point. However, it is suggested that You return the Vehicle to the Selling Space. Upon Our request, You must allow an authorized representative of the Administrator to inspect Your Vehicle to gather necessary information regarding any claim. Under certain conditions when a Mechanical Breakdown or Failure occurs You may be required to have the Vehicle returned to the Selling Dealer. If conditions beyond your control warrant an emergency repair, it is Your responsibility to have Your Vehicle inspected by an Authorized Polestar Service Point immediately following the emergency repair, for reimbursement consideration under this Limited Warranty.

2) Claim submission for repairs/part(s) replacement covered under this Limited Warranty, is handled by the Authorized Polestar space. You are responsible for payment of any items not covered by this *Limited Warranty*.

D) WHAT IS NOT COVERED

1. Mechanical Breakdown or Failure:

- *When repairs are performed by anyone other than an Authorized Polestar Service Point ; (*except when deemed a true emergency and repairs are completed at a non-Authorized Polestar facility)*
- *Caused by negligence, misuse or abuse;*
- *Caused by a lack of maintenance, such as maintenance of the constant velocity boot, timing belt and brake pads (see maintenance requirements in the section “B. YOUR RESPONSIBILITIES”);*
- *Caused by any external cause such as collision, fire, theft, freezing, vandalism, riot or explosion, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood;*
- *Of any part damaged by fire;*
- *Arising out of the Failure of an otherwise covered part that does not meet Polestar’s specifications, including modifications and /or alterations to the Vehicle not approved by Polestar’s authorized representative. (Some examples but not limited to: oversized tires, headers, altered ignition system, free flow exhaust system, lift kit and aftermarket alarm systems);*
- *Covered by warranty, repairer’s guarantee, other service contract, or insurance policy;*
- *Of any part(s), component(s), or repair(s) described as covered by Polestar’s New Car Limited Warranty for the term and mileage of such coverage at the time of first retail sale, whether collectible or not;*
- *If Your Vehicle is used for racing on or off road, competition or speed contest or towing a trailer unless equipped with a Polestar- approved towing kit and the weight of the trailer does not exceed Polestar’s specifications;*
- *If Your Vehicle is used as a police car or other emergency vehicle, or for livery, rental, taxi or snow plowing;*
- *Where it is determined that for more than 1 month or 1,000 miles the odometer has been inaccurate, inoperative or altered so that the Vehicle’s true mileage cannot be verified;*

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- *That is a direct result of a mechanical or structural defect when Polestar has announced a public recall for the purpose of correcting such defect;*
- *Due to continued operation and failure to protect the Vehicle from further damaged caused by lack of necessary coolants or lubricants;*
- *Of a covered part damaged by a non-covered part;*
 - *Of a covered part which is damaged by fuel or lubricant contamination, rust or corrosion;*
 - *Any damage from pre-ignition or detonation, regardless of cause;*
 - *That occurs prior to this Limited Warranty's effective date or is reported after this Limited-Warranty's expiration.*

2. Loss of time, inconvenience, bodily injury and property damage, or other incidental or consequential damage that results from Mechanical Breakdown or Failure.

3. Storage and freight charges.

4. Repairs to any non-covered parts.

5. Repairs performed by any repair facility other than an Authorized Polestar Service Point except when deemed a true emergency at the sole discretion of the Administrator.

6. The cost of teardown, diagnostic time, disassembly or assembly if Coverage cannot be applied.

7. Adjustments necessary to correct squeaks, rattles, water leaks, or wind noise.

8. Maintenance/Parts:

a) Unless required as part of a covered repair, normal maintenance items/procedures such as engine tune-ups, suspension alignment and wheel balancing.

b) Unless required as part of a covered repair: adjustments, lubricants, coolants, and fluids.

c) Other maintenance services and parts described in Polestar's maintenance schedule for the covered Vehicle.

9. Other Parts not covered:

a) Any non-factory installed audio components, television screens, DVD/VHS entertainment systems (excluding Myron & Davis RSE units) and telephones.

b) Bright metal, sheet metal, bumpers, trim moldings, carpet, upholstery, paint, exhaust system, including catalytic converter, rear shock absorbers, spark plugs, spark plug wires, glow plugs, filters, brake pads, brake rotors, brake shoes, brake linings, rubber hoses, suspension alignment, wheel balancing, air conditioning lines and hoses, belts and wiper blades, batteries, battery cables, lenses, light bulbs, sealed beams, glass, sun roof, moon roof, sunroof/moon roof moldings, tires, wheel covers, wheels, interior trim, cup holders, manual clutch components, body seals and gaskets (e.g. weather stripping). *Front struts are a covered component. c) Convertibles tops - soft top material and glass.*

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10. *The repair of valves and/or rings for the purpose of raising the engine's compression when a Mechanical Breakdown or Failure has not occurred.*

11. *Additional loss or damage which is occasioned by the Contract holder or operator's failure to use all reasonable precautions to protect the Vehicle from any further loss or damage after a Mechanical Breakdown or Failure has occurred.*

12. *Any cost if verifiable receipts/documentation as required in the section "B. YOUR RESPONSIBILITIES" are not furnished on request.*

13. *High Voltage Batteries are not covered under his limited warranty. Please refer to the Status and Warranty manual for high-voltage battery coverage details.*

E. LIMITED WARRANTY PERIOD

The coverage under this warranty begins (a) at the expiration of the new vehicle warranty or (b) at the vehicle purchase date, whichever occurs later, and remains in effect until the earlier of two years, whichever comes first (the "Warranty Period"). Mileage is unlimited.

F. TERRITORY

This Limited Warranty applies only to a Mechanical Breakdown or Failure occurring within the United States.

G. LIMITS OF LIABILITY

Liability shall be limited to the reasonable price for repair or replacement of any covered part, not to exceed Polestar's suggested retail price. The "Reasonable Price" for repair or replacement is based upon Polestar's recognized Labor Time Standards and warranty labor rates. All repairs or replacements made at Authorized Polestar Service Points shall be made using only genuine Polestar new or remanufactured parts. Emergency repairs made at a non-Polestar repair facility should be made using genuine Polestar new or remanufactured parts or parts of like kind and quality as authorized by the Administrator.

***Pursuant to Iowa statutes, We shall not repair a motor vehicle with any of the following: a) Used parts, unless the provider receives prior authorization by the owner the vehicle owner; b) Rebuilt parts, unless the parts are rebuilt according to national standards recognized by the insurance division.*

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In no event will the liability for each Mechanical Breakdown or Failure, under this Limited Warranty, exceed the average retail value of the Vehicle established by NADA (Official Used Car Guide) at the time immediately preceding the Mechanical Breakdown or Failure. Additionally, the total of all benefits payable shall never exceed the price You paid for the Vehicle.

H. SUBROGATION

You are entitled to complete reimbursement for Your loss before the Company is entitled to subrogation proceeds. You agree that We, after honoring a claim on Your Vehicle, have all rights of subrogation against those who may be responsible for Your Mechanical Breakdown or Failure. You shall do whatever is necessary to secure such rights. You shall do nothing to prejudice such rights, and You shall execute and deliver to Us instruments and papers required to either secure or maintain such rights. All amounts recovered by You for which You were previously reimbursed under this Limited Warranty shall become Our property or the property of Our designee and shall be forwarded to same by You, up to the total amount paid by Us under this Limited Warranty, except that You must be made whole before We may retain any amounts We have recovered.

I. OTHER TERMS

This Limited Warranty gives You specific legal rights and You may also have other rights which may vary from state to state. We do not authorize any person to create for Us any other obligation or liability in connection with Your Vehicle. Any implied warranty of merchantability or fitness for a particular purpose applicable to Your Vehicle is limited in duration to the duration of this written warranty. The repair, replacement or reimbursement of a covered component is the exclusive remedy under this written Limited Warranty or any implied warranty. We shall not be liable for incidental or consequential damages resulting from breach of this written Limited Warranty or any implied warranty. Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to You.

J. NATURE OF AGREEMENT

The customer agrees and understands that this Limited Warranty is NOT A POLICY OF INSURANCE. This Limited Warranty is subject to the rules and regulations as may be devised by the Federal Trade Commission under the authority given it by the Magnuson-Moss-Warranty-Federal Trade Commission Improvement Act (Act of January 4,1975 . Public law 93-637) as it relates to warranties and any warranty statues in the state this Limited Warranty is issued.