

Service Manager Bulletin

TITLE:

Polestar 1 - Polestar Connect Setup Process

GROUP: 17	NO: 002P	ISSUING DEPARTMENT: Customer Service	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2020-08-20	STATUS DATE: 2020-08-27
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Our goal is to make sure all customers receive this standard 3-year complimentary Polestar Connect subscription. With valuable and convenient features for both customers and retailers - such as Remote Start, In-Car Delivery, and Service Booking – your customers will receive all the benefits their Polestar 1 has to offer.

Polestar CONNECT and Customer Details

Prior to the day of the customer handover the Handover Specialist is responsible for setting up Polestar CONNECT so it is ready for delivery and there are no issues. A customer vehicle **MUST NOT** be released without setting up Polestar CONNECT.

Polestar CONNECT will require activating in VIDA prior to the customer pairing their vehicle with the Phone App. Complete the activation in VIDA which will generate the 4-digit code required to pair with the customer's phone (note: in some scenarios the PIN will not be required). The customer can download the 'Polestar 1 CONNECT' App from the Apple store or Google Play store to their phone.

Note: The ON CALL button will not be functional until this process is complete.

Also, note that provisioning must be performed before all deliveries, unusual vehicle behavior could occur.

Provisioning:

At least 24 hours before delivery

- Remove the vehicle from transport mode (Typically performed as part of PDS Service)
- Make sure that cell signal is acceptable (outdoors preferred)
- Start the vehicle at least once in the previous 24 hours

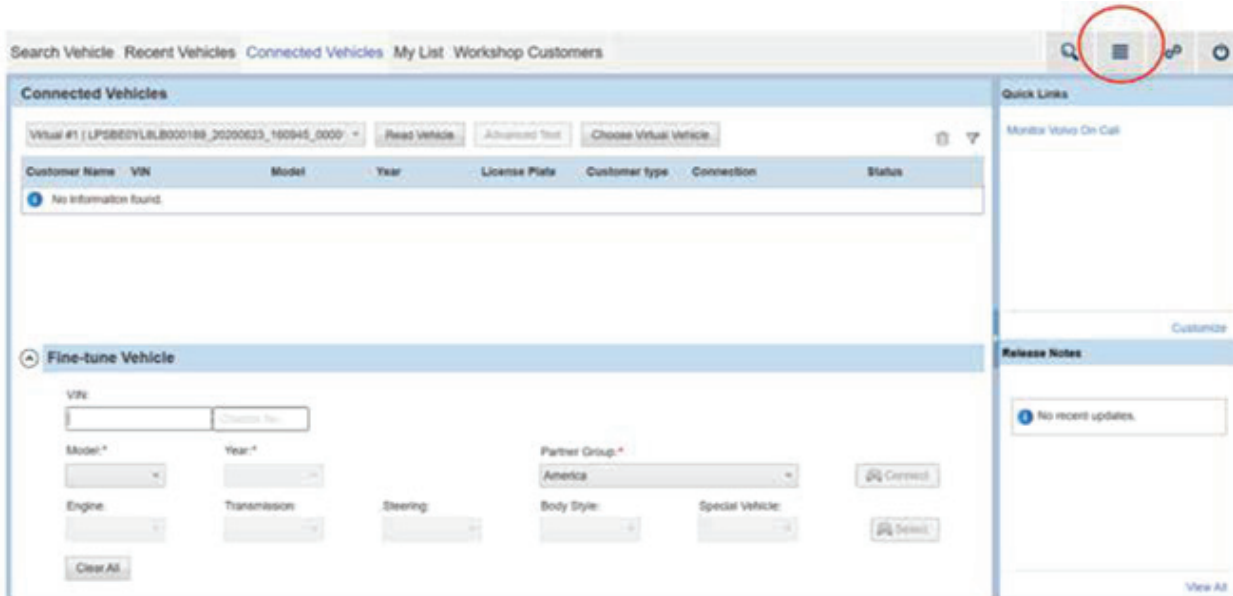
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For Polestar 1 the Handover Specialist must complete a test call to Customer Support from the vehicle using the ON CALL button prior to the customer arriving. This is to ensure there are no error messages flagged on the central information screen when the service is activated.

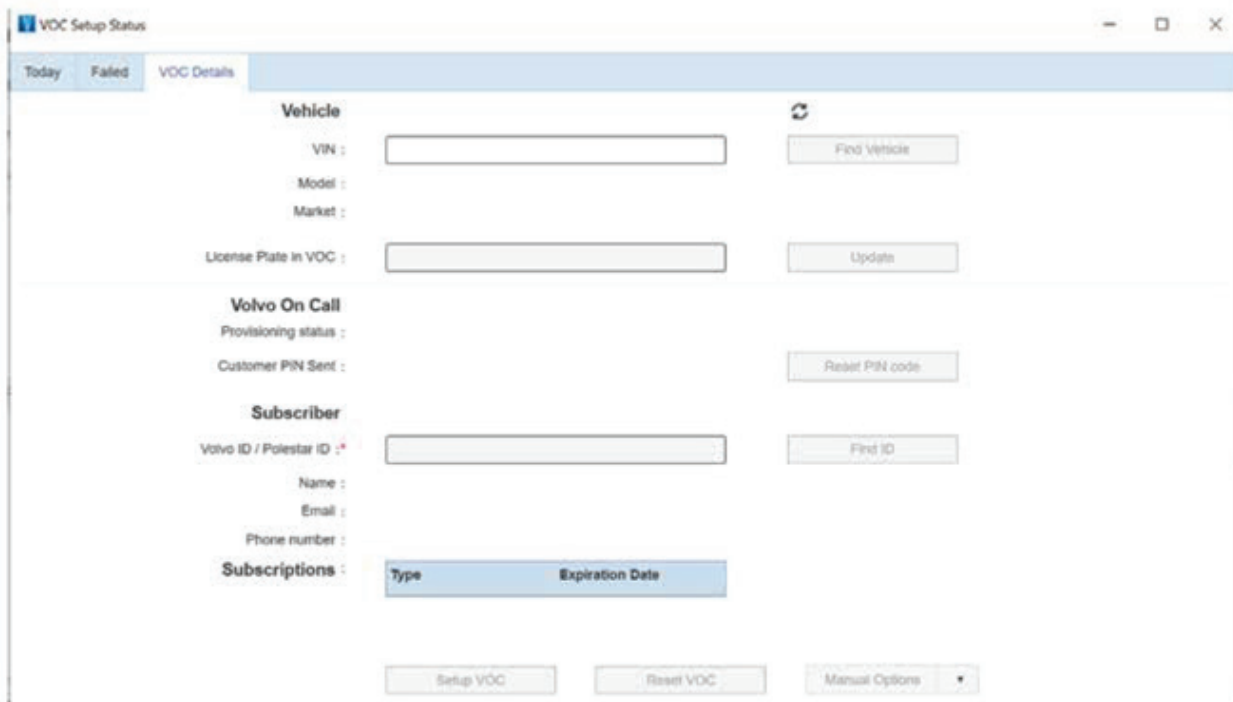
Polestar 1 registering Polestar CONNECT on VIDA

Open VIDA on your computer, you do not have to be connected to the vehicle.

Select the 'Hamburger' menu in the top RH corner.



Select VOC from the dropdown menu. The following screen will open.



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You can use this screen to see if a VIN is already set up for Polestar CONNECT. You can enter a new Polestar ID here to either start or change the subscription to Polestar CONNECT.

Type in or copy and paste the VIN

Select “Find Vehicle”

Assuming nobody is set up on the car, you can add a new Polestar ID that the customer creates on their own via the Polestar 1 Connect app.

The customer’s Polestar ID will be visible in the MotoCommerce Retailer Portal.

Select “Find ID”

Select “Setup VOC”

Here is an example of a car that is correctly setup.

The screenshot displays the 'VOC Details' tab in the Service Manager. It is divided into three main sections: Vehicle, Volvo On Call, and Subscriber.

Vehicle Section:

- VIN: LPSBE0YL8L8000189
- Model: Polestar 1 2020
- Market: US
- License Plate in VOC: (empty field)

Buttons: Find Vehicle, Update

Volvo On Call Section:

- Provisioning status: Success, (Setup VOC) 6/15/2020 1:23:40 PM
- Customer PIN Sent: Yes

Buttons: Reset PIN code

Subscriber Section:

- Volvo ID / Polestar ID: event.polestar.us@gmail.com
- Name: Steve D
- Email: event.polestar.us@gmail.com
- Phone number: (empty field)

Buttons: Find ID

Subscriptions Table:

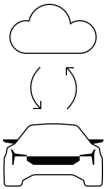
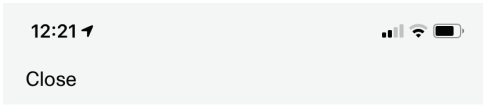
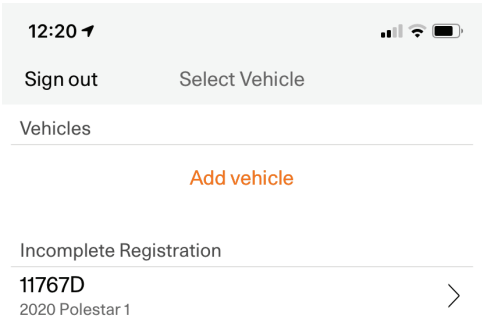
Type	Expiration Date
Premium	6/15/2023 8:00:00 AM

Buttons: Setup VOC, Reset VOC, Manual Options

If you experience any issues through the VIDA process or do not have proper access, please contact Polestar Customer Support (1-800-806-2504) and request vehicle provisioning.

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Polestar 1 setup with customer

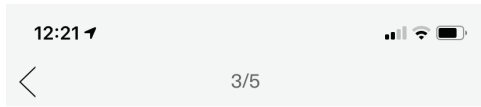


Finish pairing your Polestar

The pairing was only partly completed. To resume, turn on the ignition and press Continue.

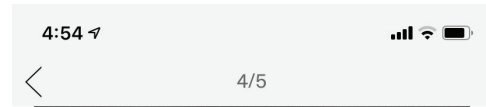
Continue

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Make sure the ignition is on.

The ignition needs to be on to allow us to connect to the car.



Press the On Call button

The On Call button is located in the roof of your car. Make sure to press it within 2 minutes.

Connect

Note that it may be necessary to disable the vehicle modem during set up.

1. Sit in the driver's seat and turn on the ignition (you do not need to start the engine)
2. Tap the top of the screen
3. Select Settings
4. Select Communications
5. Select Vehicle modem Internet
6. Uncheck the box

The modem should be re-enabled after set up.