

Technical Journal

TITLE:

Polestar 2: Temporary Retailer PDS process - All Calendar year 2020 deliveries

REF NO: TJ 35771.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2020-11-24	STATUS DATE: 2020-11-24
FUNC GROUP: 1700	FUNC DESC: service and maintenance	Page 1 of 2	

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DESCRIPTION:

To assist Polestar Retailers in processing the high volume of vehicles that need to be delivered by the end of 2020 both portions of the Pre-Delivery Service (PDS1 & PDS2) will be completed at the port prior to trucking the vehicle to the retailer. This will include removal of the main transport protection, mechanical inspection, software update and initial HV battery charging.

When a vehicle arrives at the dealer, please follow PDS process under service

CSC Customer Symptom Codes

Code	Description
1C	Service/repair/Administrative and Factory scheduled maintenance

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2021		0000001-9999999	202007-999952

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SERVICE:

When you receive the vehicle from the port it is required to complete a condensed PDS process.

1. Complete a test drive.
2. Connect VIDA
 - a. Check for any outstanding campaigns – complete if required.
 - b. Check for any required software updates – complete if required.
 - c. Reset the Service Reminder Indicator (SRI).
3. Fit the front license plate bracket after consultation with the customer. See SMB 86-001P.
4. If all weather floor mats or roof bars are supplied with the car leave them in the trunk to be fitted by the customer, unless the customer requests fitment.
5. Charge the vehicle HV Battery to 100% if possible, just prior to customer delivery. (Note: normal regular charge limit is 90%.)

Warranty claim info.

To claim payment for the condensed PDS process described above the following claiming information is applicable. For each action completed a separate claim is required.

Claim Type: PREDEPS

Test Drive: Op 09996 at .4

Connect to VIDA: reset the SRI & Check if any software is required: Op 36001 at .2

If VIDA indicates any software is required: Op 36002 at .4

VST Operation Number

VST Operation Number	Description
36002	If VIDA indicates any SW is required
09996	Test Drive
36001	Connect to VIDA: reset the SRI & check if SW is required

VEHICLE REPORT:

This temporary process expires on December 31, 2020. Effective January 1, 2021 the normal PDS1 & PDS2 process as defined in VIDA will resume. PDS1PS claims will generate automatically at wholesale and PDS2PS claims must be submitted for payment (+/- 10 days) of the retail delivery.