

# Quality Bulletin

TITLE:

**Service Action S10138: Cert Reload  
Model Year 2021-2022 Polestar 2**

<b>GROUP:</b> 3018	<b>NO:</b> S10138	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b> 2nd Paragraph text updated			<b>ISSUE DATE:</b> 2021-11-19	<b>STATUS DATE:</b> 2021-11-19
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**A. SERVICE ACTION S10138 DESCRIPTION**

Polestar Automotive USA, INC. on behalf of Polestar Performance AB, have decided to launch Service Action S10138 on certain model year 2021-2022 Polestar 2 vehicles.

Polestar investigations have identified an issue with digital certificates which renders the car unable to accept an Over-The-Air update (a manual update at retailers is still possible). This may lead to the customer losing connectivity between the vehicle and the Polestar app.

A total of 119 U.S. and 51 Canadian vehicles are eligible for this service action.

**B. VEHICLES INVOLVED**

**NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION.**

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Service Action S10138 Digital Certificate” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10138 has not been completed. Eligibility can also be confirmed in TIE.

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All vehicles must be checked for any incomplete Recalls, Service Campaigns or Service Actions. All open Recall, Service Campaign or Service Action repairs must be completed.

## C. PARTS / PARTS RETURN

Please refer to Parts Bulletin S10138.

## D. OWNER NOTIFICATION

An owner notification will be sent out that will notify the owner of this service action instructing them to contact their retailer and request an appointment to have this repair completed.

## E. RETAILER RESPONSIBILITY

All vehicles qualifying for this service action must be repaired prior to a customer taking possession of the vehicle.

## F. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Level 2 – Certified Tech for Repair.

## G. REIMBURSEMENT PROCEDURES & ALLOWNACE

Service Action S10138 claims should be submitted using the LONG FORM application only.

**Claim Type:** S10138  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97798

**Failed Part No:** 32264753 (Use this for Failed Part Number on the Claim)

**NOTE: Part No. 32292674 Total Upgrade PS 2 should also be claimed for this repair as it is important to do a total upgrade BEFORE downloading a new certificate.**

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Labor Time</u>
97798-2	Software Upgrade OTA acc. to QB-S10138	1	1.2

**Labor times provided are current at the time of release and are subject to change: Claims will be paid at the time in effect on the repair date.**