Polestar

Service and Parts Business

Service Manager Bulletin

TITLE:				
Factory Scheduled Maintenance (FSM) - Polestar 1				
GROUP: 00	NO: 010P	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-08-16	STATUS DATE: 2021-09-17
			Page 1 of 4	

Scheduled Maintenance for Polestar 1

The service schedule for Polestar is 1 year or 10,000 miles (16,000km), whichever occurs first. The schedule is set out in the Status & Warranty booklet in the car and also on Vida. The vehicle will also notify the customer when to schedule service.

The first scheduled service only is complementary on any Polestar 1 vehicle, with the cost being covered by Polestar to the servicing retailer via a warranty claim. Polestar will cover the cost of a car wash and the parts and labor for the first service.

Polestar will also cover the Pick-up & Reunite of the vehicle nationwide. This not only applies to the 1st service but also any subsequent scheduled maintenance while the vehicle is under the manufacturer's warranty which is 48 months or 40,000miles (64,000km) whichever occurs first.

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.

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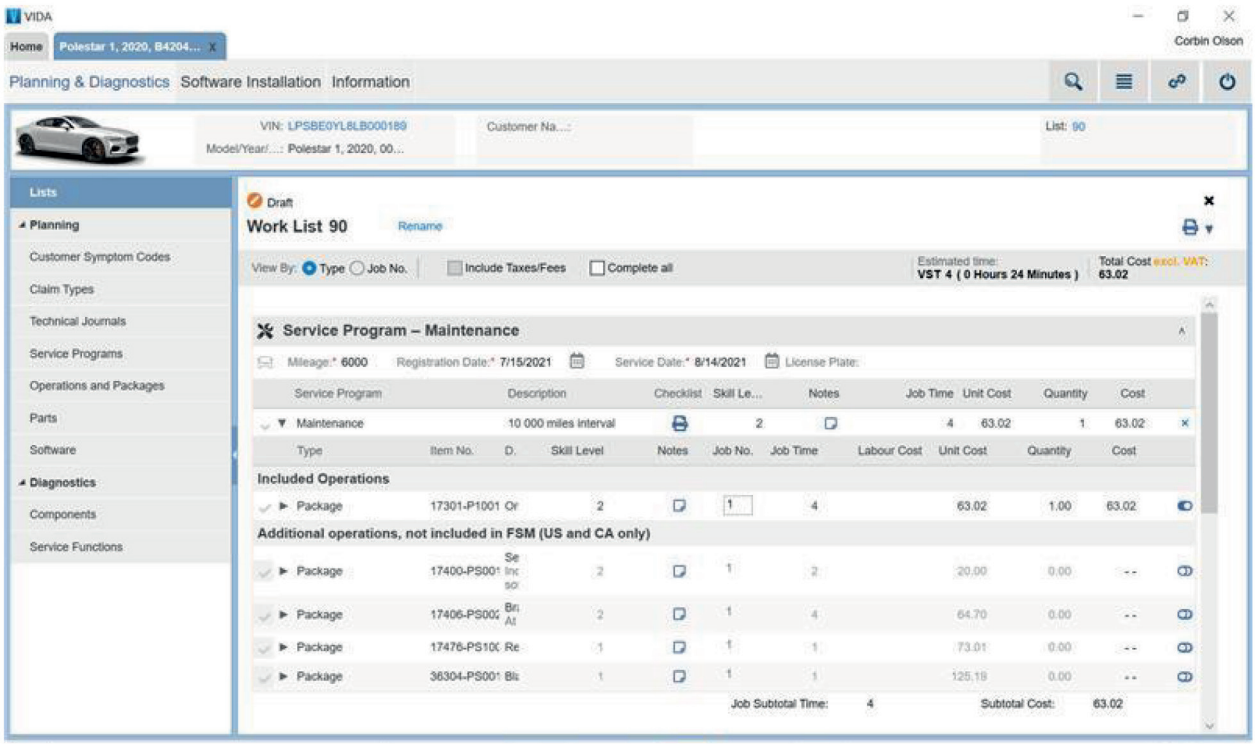
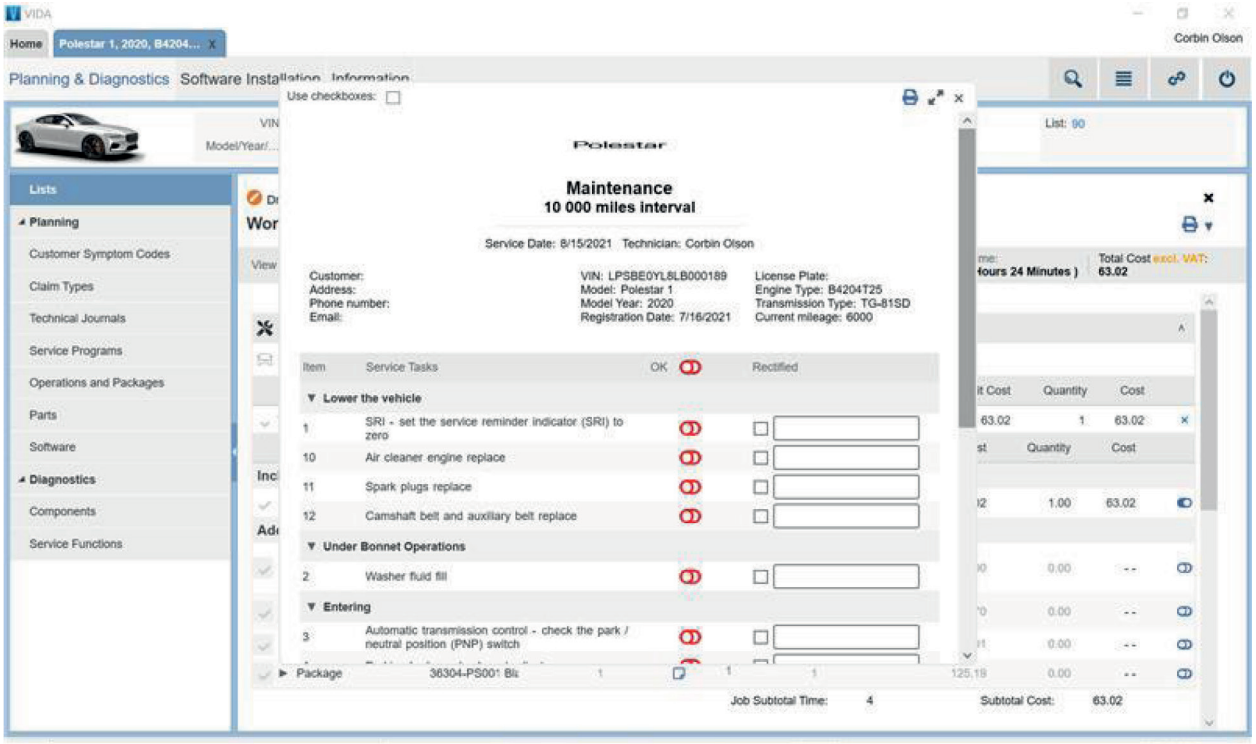

VIDA
Home
Polestar 1, 2020, B4204...
Corbin Olson
Planning & Diagnostics
Software Installation
Information
VIN: LPSBE0YL8LB000189
Model/Year/...: Polestar 1, 2020, 00...
Customer Na...:
List: 90
Lists
Planning
Customer Symptom Codes
Claim Types
Technical Journals
Service Programs
Operations and Packages
Parts
Software
Diagnostics
Components
Service Functions
Draft
Work List 90
Rename
View By: Type Job No.
Include Taxes/Fees
Complete all
Estimated time: VST 4 (0 Hours 24 Minutes)
Total Cost excl. VAT: 63.02
Service Program – Maintenance
Mileage:* 6000
Registration Date:* 7/15/2021
Service Date:* 8/14/2021
License Plate:
Service Program
Description
Checklist
Skill Le...
Notes
Job Time
Unit Cost
Quantity
Cost
Maintenance
10 000 miles interval
Type
Item No.
D.
Skill Level
Notes
Job No.
Job Time
Labour Cost
Unit Cost
Quantity
Cost
Included Operations
Package
17301-P1001
Additional operations, not included in FSM (US and CA only)
Package
17400-PS001
Package
17406-PS002
Package
17476-PS100
Package
36304-PS001
Job Subtotal Time: 4
Subtotal Cost: 63.02


VIDA
Home
Polestar 1, 2020, B4204...
Corbin Olson
Planning & Diagnostics
Use checkboxes:
Polestar
Maintenance
10 000 miles interval
Service Date: 8/15/2021 Technician: Corbin Olson
Customer:
Address:
Phone number:
Email:
VIN: LPSBE0YL8LB000189
Model: Polestar 1
Model Year: 2020
Registration Date: 7/16/2021
License Plate:
Engine Type: B4204T25
Transmission Type: TG-81SD
Current mileage: 6000
Item
Service Tasks
OK
Rectified
Lower the vehicle
1 SRI - set the service reminder indicator (SRI) to zero
10 Air cleaner engine replace
11 Spark plugs replace
12 Camshaft belt and auxiliary belt replace
Under Bonnet Operations
2 Washer fluid fill
Entering
3 Automatic transmission control - check the park / neutral position (PNP) switch
Job Subtotal Time: 4
Subtotal Cost: 63.02

Claim type:

PSC3CW – Polestar 1 Car Wash

97280 Polestar Wash

PSC3PD – Polestar 1 Pick-up & Delivery

93005 Pick-up and delivery workshop visit

PSC3SM – Polestar 1 First Year Service

Operation	Description	Main	Qty of op
17301	Original Service (main operation) M		1
17481	Cleaning inside windscreen		1
36304	Blade windscreen wiper x2 replace		1

Part No			
32282838	WIND SHIELD WIPER	US	1,00 max
31372212	OIL FILTER INSERT	US	1,00 max
31392923	ENGINE OIL	US	8,00 max

Service 2.0 Software

In order to give customer's the best possible service experience, during factory scheduled maintenance please update both Polestar 1 software in VIDA if software is available.

If additional work is performed during the service visit that necessitates a Total Upgrade, the Service 2.0 software will become unavailable and cannot be claimed.

Checking software availability before service visit

Software availability can be checked before a vehicle readout, if desired, by using the **Search** tab in VIDA. The VIN is entered then click **Select**. Navigate to the **Software Installation** tab and then **Available Installations and Upgrades**. If software is available, several part numbers may be available. If software is not available VIDA will have text that says "No software information found"

Claiming Instructions

Claim type:

0112PS	10k service (if applicable)
0124PS	20k service
0136PS	30k service (if applicable)
0148PS	40k service

Labor operation:

17400

Cause code:

1C

Customer Symptom code:

98

Time:

0.2