

Service Manager Bulletin

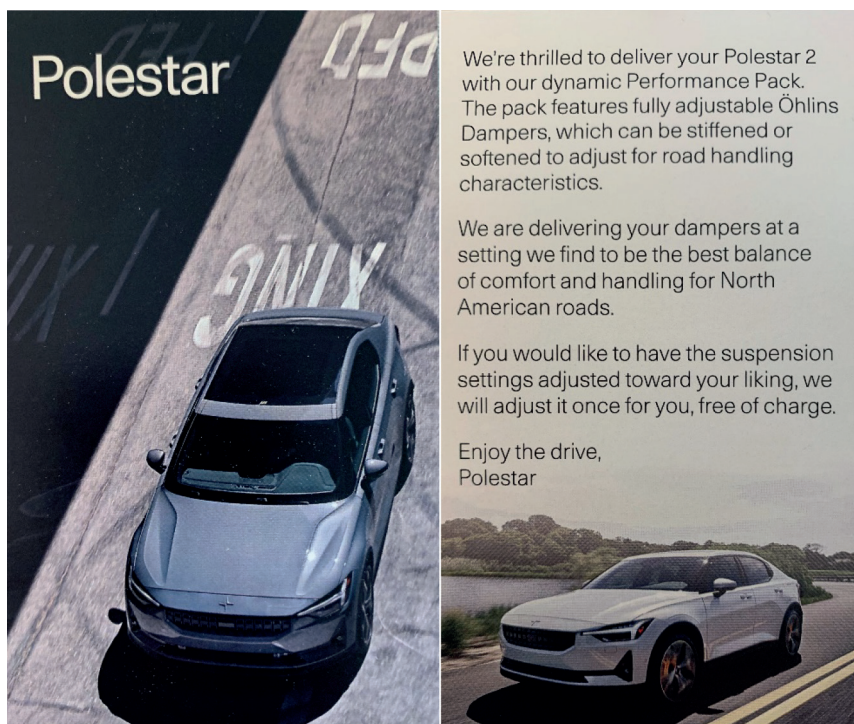
TITLE:

Suspension Adjustments

GROUP: 00	NO: 012P	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-09-02	STATUS DATE: 2021-09-17
			Page 1 of 2	

Polestar is allowing the one-time suspension adjustments to be covered under warranty. This is on Polestar 2 vehicles that have the Performance Pack adjustable dampers only. This can be claimed once per vehicle, upon a request from the customer to either soften or harden the suspension ride. The factory settings are 14 clicks on the front dampers and 15 clicks on the rear dampers.

An information card should be included in all Polestar 2 Performance Pack Vehicles at customer handover, as per the images below.



Service Manager Bulletin 00-012P

This can only currently be claimed under the goodwill claim type. When the claim is entered into your DMS provider for claiming or in Nebula for manual claiming. Please use the claiming instructions below.

Claim type: 05NTPS

Model: PS2

Model Year : 2021 - Forward

Symptom Code: RD

Cause code: 16

Labor op : 76182