

Service Manager Bulletin

TITLE:

Repeat or Related Concern Process (RRC)

GROUP: 00	NO: 097P	ISSUING DEPARTMENT: Customer Service	CAR MARKET: United States and Canada	
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Polestar USA and our Retail Partners share the responsibility to ensure that our customers are not inconvenienced by repeat repair or unplanned service visits that ultimately result in a vehicle out-of-service situation.

If a vehicle is in your workshop for service for any repeat /related complaint, or a vehicle is out of service more than 3 calendar days, Polestar USA policy **requires** Retailers to follow the escalation process (RRC Process) outlined in this bulletin.

If a customer is back for a repeat repair, or a repair order is open for longer than three days, then the Service Manager should notify the Aftersales Market Manager (AMM) and Field Technical Specialist (FTS). The analysis form on page 3 of this bulletin is used to document this process.

If parts are not available within 3 days, then Parts Support (option 2) should be notified.

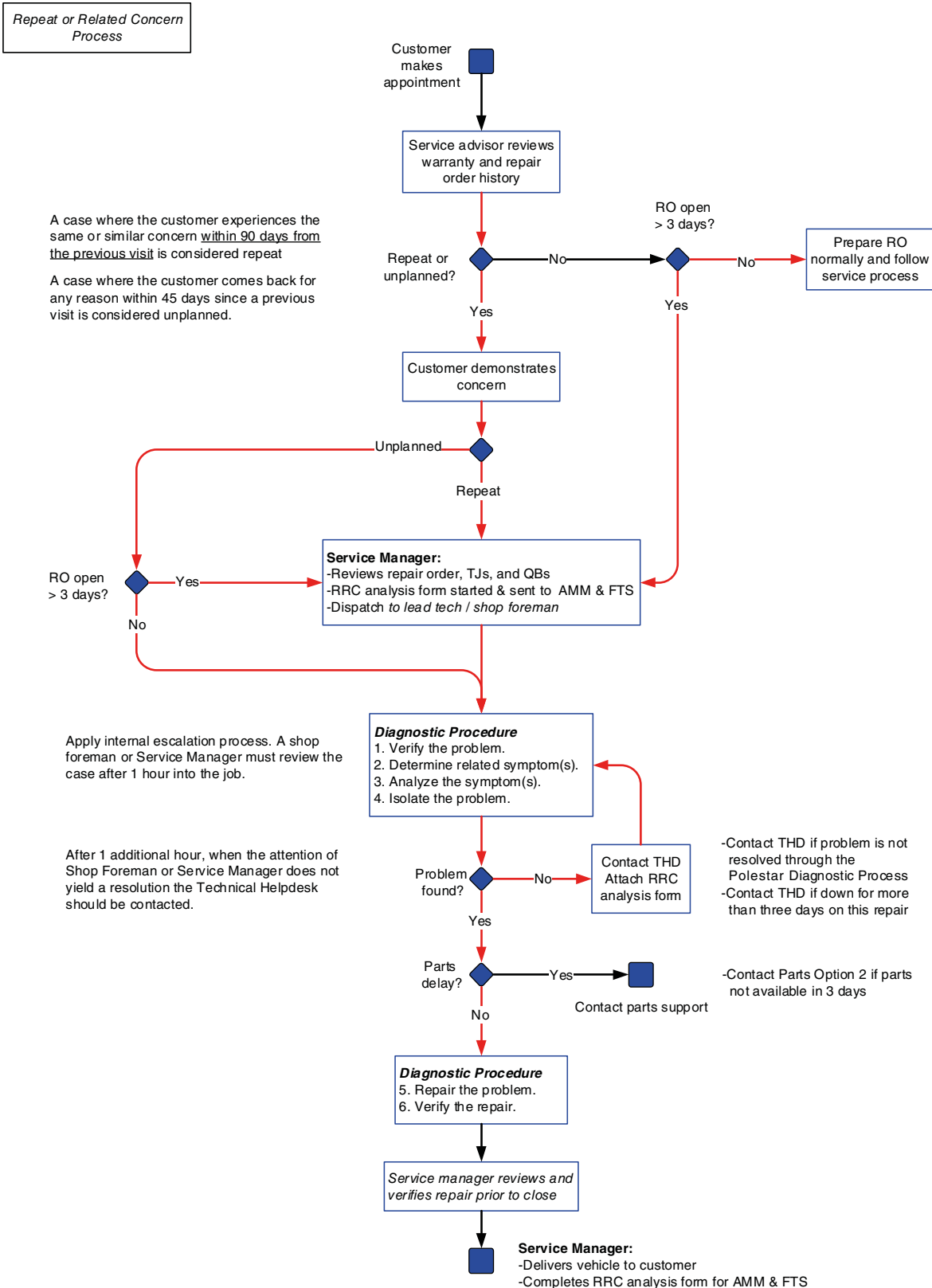
If the problem is not isolated by the lead tech, shop forman or service manager within the times outlined, then the Technical Help Desk (THD) should be contacted.

NOTE: Any repair/complaint of a reported condition that has resulted in an accident, property damage, or personal injury or that could result in an accident, property damage or personal injury must be reported immediately.

To ensure continued customer satisfaction and decrease costs, we urge you to comply with early notification when involved in any of the service situations outlined in this bulletin. Failure to follow Polestar USA policies and procedures may result in requiring retailers to absorb the related expenses if a situation results in a replacement, repurchase or other settlement expenses.

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All repairs must follow applicable warranty and audit guideline requirements.



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Polestar

Repeat or Related Concern (RRC) Analysis

1. Retailer _____ Retailer Code _____
 Customer _____ Date _____
 VIN _____ Repair Type (C/W/I) _____

2. Previous RO No. _____ Previous Advisor _____
 Previous RO Date _____ Previous Tech _____
 Original Complaint _____

3. Current RO No. _____ Current Advisor _____ Current Tech _____
 Current Complaint _____

Comeback Condition Found _____

Corrective Action Taken _____

4. Problem Caused By (1-10)

- | | |
|---|---------------------------------------|
| 1 - Could not verify complaint | 6 - Assigned technician not qualified |
| 2 - Attempt to improve "normal" condition or operation | 7 - Poor workmanship |
| 3 - Improper diagnosis | 8 - Incomplete repair or service |
| 4 - Incomplete repair order (Service advisor or customer) | 9 - Part failure |
| 5 - Poor advisor to technician communication | 10 - Other _____ |

Quality Check By _____ Inspected By _____

Amount charged to Policy: Total _____ Parts _____ Labor _____

5. Notification of Repeat Repair

Use this section when Technical Help Desk (THD) assistance is needed while vehicle is in the shop.

This is the _____ repair attempt. The vehicle has been out of service for _____ days.

THD assistance is needed: Y ☐ N ☐ Contacted hotline?: Y ☐ N ☐ THD Report # _____

The vehicle has been serviced by: (List all other known facilities in "comments" section below).

If situation is parts related, list **part number**, **order number**, and **date ordered**:

Part No. _____ Order No. _____ Date Ordered _____

Additional Comments _____