

Service Manager Bulletin

TITLE:

Repair Text Requirements

GROUP: 00	NO: 428P	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2021-09-01	STATUS DATE: 2021-09-17
			Page 1 of 2	

Repair text is a very important part of the claim submission process. It is imperative that you provide Polestar with as much information as possible to assist in properly documenting repairs and processing your warranty claims. **Note:** There are currently only 9 lines available for repair text therefore, it is very important that the following guidelines be followed when submitting claims.

All warranty claims must be submitted with a complete repair text. A minimum of 50 characters is required in the repair text field. Claims that do not include the required information as outlined below may be returned or denied.

The following information outlines how proper repair text is required to be submitted when entering a warranty claim for review.

Line one of the repair text is **only** for reporting the Polestar Personnel ID Numbers. The following format is required: #Service Advisor ID Number (up to 6 digits)@Technicians ID Number (up to 6 digits) **with no spaces**. Example: #123456@654321

Line two of the repair text **must** indicate if a TJ was found during the customer symptom base fault tracing and a CSC code has been determined, or if no TJ was found. If a TJ was found this line must indicate TJxxx(no spaces). If no TJ was found that must be entered as NoTJ(no spaces). Battery claims must also include the battery code retrieved within brackets. <the code>. Immediately after the TJ information and battery code is entered the three C's (Complaint, Cause and Correction) as outlined in Section 4 of the Warranty Policy and Procedures Manual (WPPM) should be entered on subsequent lines.

Service Manager Bulletin 00-428P

Examples of acceptable repair text:

#12345@654321

NoTJ<KMI23345CM6556832099EFI>Customer states vehicle will not start. Verified and found the battery has failed and must be replaced. Replaced the battery and verified all sysytem working properly after replacement.

#12345@654321

NoTJCustomer states the vehicle will not start. Verified and found the battery drain is due to the satellite radio module staying awake & slowly draining the battery. Performed RDAR software upgrade and verified OK after repair.

#12345@654321

TJ26880Customer states that key FOB will not unlock or lock car. Also keyless start inoperable. Unable to verify problem in the workshop. Code CEM-4F47 states this condition can occur when battery voltage drops. Battery tested OK. Installed a CEM and KVM upgrade at this time. Verified OK after repair.

****Retailers using CDK as their DCS provider must delete the text that is automatically generated in the second line of the repair text that states NoTJ when a TJ was found and also when applicable include the battery code retrieved. Also, when a claim is sent back to a CDK or Reynolds user for claim text correction or to add additional text, the original claim text must be deleted and then the new text be entered. This will format it correctly in the system to add the new text at the end of the original.**

NOTE: If a repair is made and it is determined that the repair method as outlined in an applicable TJ was not properly documented and/or followed, the claim is subject to rejection.