

Service Manager Bulletin

TITLE:

New Vehicle Limited Warranty Brake Pad Wear Policy

GROUP: 51	NO: 002P	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
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Polestar USA is committed to ensuring an exceptional ownership experience. To further enhance each owner's experience and maintain a superior level of satisfaction with the Polestar brand and the resulting relationship with our retailers, Polestar is pleased to announce the New *Limited Warranty Brake Pad Wear Policy*. This new policy is specifically related to excessive or premature brake pad wear.

Currently brake pads are covered for wear only under Polestar's 1 year / 12,000 miles/20,000 kilometers Adjustment Coverage. Effective with repairs dated **November 1, 2020** and later Polestar will warranty the replacement of brake pads for wear in excess of normal, as outlined in VIDA, when wear is the only defect, for three (3) years or 30,000 miles/48,000 kilometers, whichever occurs first. Please refer to VIDA for wear specifications as well as acceptable measuring tools and procedures.

This policy change does not modify nor superscede Polestar's current brake pad coverage under Polestar's New Vehicle 4 year or 50,000 mile/80,000 kilometers Limited Warranty coverage for defects in materials or causal replacement in conjunction with a related warranty repair or any existing TJs.

Note: Brake discs/rotors are covered by the 4 year 50,000mile/80,000km New Vehicle Limited Warranty as outlined in the Warranty Policy and Procedure Manual-> Section 1 - Polestar Warranty Basics-> Group 5: Brakes-> Brake System.

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Coverage Guidelines

Effective with repairs dated November 1, 2020 and later brake pads that exceeds VIDA specification for normal wear will be covered for 3 years or 30,000 miles/48,000 kilometers, whichever occurs first. All wear specifications as well as acceptable measuring tools and procedures as outlined in VIDA are applicable.

Brake pads and related components must be retained and/or returned for analysis as indicated on a TMA Parts Return Copy or Weekly STS.

Use the below chart, VIDA information ([Information](#)→[Product Specification](#)→[Specification, Mechanical](#)→[5 Brakes](#)→[51 Wheel Brake](#)→[511/512](#)→[Brake Pads, front/Brake Pads, rear](#)), and Optional Calculation Method as guides to help determine if the brake pads should be replaced under this coverage.

KM	Miles	Front New at 12mm	Front New at 10.75mm	Rear New at 11mm
16000	10000	Worn to 7mm*	Worn to 7mm*	Worn to 7mm*
32000	20000	Worn to 5mm*	Worn to 5mm*	Worn to 5mm*

**Assumes Brake Pads have not been replaced prior to this visit. If Brake pads have been replaced prior to this visit please refer to VIDA to determine if current wear is beyond normal for replacement.*

Optional Calculation Method: Wear Rate (*pad amount worn*10,000 fixed mileage/vehicle actual mileage=wear amount per 10,000 miles, calculated wear/VIDA spec on wear per mileage=wear rate percentage*).

Examples:

- 10,000 miles with 7mm remaining on brakes that started at 12mm. The vehicle wear rate is 5.0mm/10,000mi. This is 56% more than the rate posted in VIDA
($12-7=5*10,000=50,000/10,000=5.0\text{mm per }10,000\text{mi wear rate, }5.0\text{ calculated rate}/3.2\text{mm per }10,000\text{mile}=1.56$)
- 10,000 miles with 8mm remaining on brakes that started at 12mm. The vehicle wear rate is 4.0mm/10,000mi. This is 25% more than the rate posted in VIDA
($12-8=4*10,000=40,000/10,000=4.0\text{mm per }10,000\text{mi wear rate, }4.0\text{ calculated rate}/3.2\text{mm per }10,000\text{mile}=1.25$)
- 12,000 miles with 7mm remaining on brakes that started at 12mm. The vehicle wear rate is 4.17mm/10,000mi. This is 30% more than the rate posted in VIDA
($12-7=5*10,000=50,000/12,000=4.17\text{mm per }10,000\text{mi wear rate, }4.17\text{mm calculated rate}/3.2\text{mm per }10,000\text{mile}=1.30$)
- 12,000 miles with 7.5mm remaining on brakes that started at 11mm. The vehicle wear rate is 2.92mm/10,000mi. This is 0.9% less than the rate posted in VIDA
($11-7.5=3.5*10,000=35,000/12,000=2.92\text{mm per }10,000\text{mi wear rate, }2.92\text{ calculated rate}/3.2\text{mm per }10,000\text{mile}=0.91$)

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Claim Submission

Retailers are required to submit a long form claim for reimbursement. The following claiming information must be followed when submitting a claim for processing under the New Limited Warranty Brake Pad Wear Policy.

Warranty claims must include measurements per VIDA guidelines in the repair text.

Claim type: 01

CC: 40

CSC: (applicable to fault)

Main Op: (Only one of the following operation numbers can be submitted.) *

51104-0 (front pads)

Qty: 1

51204-0 (rear pads)

Qty: 1

***Separate claims are required when replacing both the front and rear pads during the same visit.**

NOTE: Only the operation numbers provided above are applicable when submitting a claim for payment under this policy.

The ops provided include all the time necessary to complete the repair. Claims submitted with additional operations will be returned for correction or adjusted accordingly.

All warranty claim submission and Audit requirements as outlined in the WPPM apply.