

Service Manager Bulletin

TITLE:

Factory Scheduled Maintenance (FSM) - Polestar 2

GROUP:

00

NO:

011P

ISSUING DEPARTMENT:

Warranty

CAR MARKET:

United States and Canada

REVISIONS:

ISSUE DATE:

2021-08-16

STATUS DATE:

2022-02-11

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Scheduled Maintenance for Polestar 2

The service schedule for Polestar is every 2 years or 20,000 miles (32,000km), 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.

Scheduled service is complementary on any Polestar 2 vehicle for the first 3 years and 30,000 miles (24,000km), 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 cost of the Pick-up & Reunite of the vehicle up to a maximum of 150 miles (250km) from the nearest Polestar Service Point. Pick-up and reunite is available for all scheduled service events that occur within the vehicles manufacturer warranty period of 4 years or 50,000 miles (80,000km) whichever comes 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 2, 2021, E400V... x Corbin Olson

Planning & Diagnostics Software Installation Information

VIN: LPSED3KA2ML019146 Customer Na... Connection: V / 88% Virtual #1 List: 101

Work List 101

View By: Type Job No. Include Taxes/Fees Complete all Estimated time: VST 12 (1 Hours 12 Minutes) Total Cost excl. VAT: 105.02

Service Program - Maintenance

Mileage: 10000 Registration Date: 8/4/2021 Service Date: 9/3/2021 License Plate:

Service Program	Description	Checklist	Skill Le...	Notes	Job Time	Unit Cost	Quantity	Cost		
Maintenance	20 000 miles interval		1,2		5	105.02	1	105.02		
Type	Item No.	D.	Skill Level	Notes	Job No.	Job Time	Labour Cost	Unit Cost	Quantity	Cost
Included Operations										
Operation	17300-2	Or	2		2	2	100.00	20.00	1.00	20.00
Package	17432-PS201	Air	1		2	1		65.02	1.00	65.02
Operation	17481-3	Clk	2		2	2	100.00	20.00	1.00	20.00
Additional operations, not included in FSM (US and CA only)										
Package	17400-PS201	Se	2		2	2		20.00	0.00	--
Package	17406-PS002	Br	2		2	4		64.70	0.00	--
Package	17476-PS100	Re	1		2	1		73.01	0.00	--

VIDA Home Polestar 2, 2021, E400V... x Corbin Olson

Planning & Diagnostics Software Installation Information

VIN: LPSED3KA2ML019146 Model/Year: Polestar 2, 2021

Use checkboxes: ☐

Maintenance
20 000 miles interval

Service Date: 9/3/2021 Technician: Corbin Olson

Customer: Address: Phone number: Email: VIN: LPSED3KA2ML019146 Model: Polestar 2 Model Year: 2021 Registration Date: 8/4/2021 License Plate: E400V6 Engine Type: E400V6 Transmission Type: 1EDT AWD Current mileage: 10000

Item	Service Tasks	OK	Rectified
Entering			
1	Horn - check the signal	☒	☐
2	Washers and wipers for windshields and headlamps - check the function and for signs of wear	☒	☐
3	Seat belts - check the function and for signs of wear	☒	☐
4	Vehicle with camera for collision warning - clean the inside of the windscreen in front of the camera lens	☒	☐
5	Air cleaner passenger compartment replace	☒	☐
Raise the vehicle			
6	Wheels and tires: check for damage, tread depth of tires in mm FL , FR , RL , RR	☒	☐
Package	17406-PS002	2	2
Package	17476-PS100	1	2

Estimated time: VST 12 (1 Hours 12 Minutes) Total Cost excl. VAT: 105.02

Unit Cost	Quantity	Cost
105.02	1	105.02
20.00	1.00	20.00
65.02	1.00	65.02
20.00	1.00	20.00
0.00	0.00	--
64.70	0.00	--
73.01	0.00	--

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Claim type:

PSICW – Polestar 2 Car Wash

97280 Polestar Wash

PSIPD – Polestar 2 Pick-up & Delivery

93005 Pick-up and delivery workshop visit

PSISM – Polestar 2 Scheduled Maintenance

Operation	Description	Main	Qty of op
17300	Original Service M		1
17432	Air cleaner passenger compartment		1
17481	Cleaning inside windscreen		1
36304	Blade windscreen wiper x2 replace		1

Part No

31497285	MULTI FILTER	US	F	1,00
32237342	WIPER BLADE KIT	US	F	1,00

Software Update

In order to give customers the best possible service experience, during factory scheduled maintenance please update Polestar 2 with the latest total upgrade in VIDA if software is available.

Due to the rollout schedule of Polestar 2 OTA (Over The Air) software, it is possible that upgrades are available in VIDA even if OTA software was recently performed.

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 for the update only as a separate claim

Claim type:

SWUPGPS

Labor operation:

36004

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Cause code:

1C

Customer Symptom code:

98

Time:

0.7