Polestar

Service and Parts Business

Parts Bulletin

TITLE:

Nebula Parts case flow expectations

GROUP:	NO:	CAR MARKET:	
00	003P	United States and Canada	
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Polestar would like to offer top level parts support in order to get customers back on the road in the shortest time possible. To assist your order process, Nebula has a Parts Support function. If you need assistance identifying a part, or a delivery time for a part shows more than 72 hours, please reach out for immediate escalation. We have noticed there has been some confusion regarding the process of Nebula cases. If there is a part that is on backorder, or you need help escalating a part order please open a case in the parts support queue. Please refer to Service Manager Bulletin SMB00-018P for any other service-related questions.

- Case is created and entered into parts support queue by member of service locations parts department requesting an escalation of a backordered part.
- VIN must be entered into case
- Service Point must have an initial Critical Order placed already with the last six of chassis number as a reference.
- Service Point will provide the Polestar parts support agent with the part number and order number.
- The Polestar parts support agent will place a VOR order and provide the new order number with an ETA. The parts support agent will delete the previous backorder.
- If there is stock in Sweden, ETA is usually between 12-14 days from date of order.
- If there is an open vehicle report, please update when part is received, and repair is completed.
- For parts credit request please have a discrepancy number ready and attach detailed pictures, if required. Pictures will need to show the shipping label and part number label. If the return is for a damaged part or defect, please ensure pictures are clear showing damage and the possible cause.

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