

Parts Bulletin

TITLE:

**Service Action S10223 Forward Looking Camera 2 (FLC2) Update
Model Year: 2021-2023 Polestar 2**

**GROUP:
38**

**NO:
S10223**

**CAR MARKET:
United States**

REVISIONS:

**ISSUE DATE:
2023-04-13**

**STATUS DATE:
2023-04-13**

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Reference Bulletins: QB S10223

Polestar Automotive USA Inc. on behalf of Polestar Performance AB, have decided to launch Service Action S10223 on certain model year 2021 – 2023 Polestar 2 vehicles.

Polestar investigations have identified that a software issue was introduced which may result in an error when writing the encryption keys to the Forward-Looking Camera 2 (FLC2).

As a result, the software download may put the FLC2 in an unresponsive and unrecoverable state.

The corrective action will differ depending on the outcome of the software upgrade. Service Points are to perform a Total Upgrade. If the download is successful, **no further action is required**. If the upgrade is **not successful**, the FLC2 is to be replaced. Vehicles tagged for S10223 are not part of the current Over-The-Air (OTA) deployment.

NOTE: We expect the failure rate of the camera to be low. The FLC2 camera should only be ordered/ replaced if the download fails. Service Points should not order parts for stock.

A total of 6 U.S. vehicles are eligible for this service action.

The following part numbers apply:

Part Number	Description	Qty
32271023	PS2 FLC2 Reload	1
32292674	Total Upgrade PS2	1
32294280	Camera	1