

# Quality Bulletin

TITLE:

**Service Action S10230: Polestar Wake to Charge Software Update  
Model Year 2020-2021 Polestar 1**

<b>GROUP:</b> 3028	<b>NO:</b> S10230	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> U.S. & CA	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2023-04-21	<b>STATUS DATE:</b> 2023-04-21
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### A. SERVICE ACTION S10230 DESCRIPTION

Polestar Automotive USA Inc. on behalf of Polestar Performance AB, have decided to launch Service Action S10230 on certain model year 2020 – 2021 Polestar 1 vehicles.

Polestar investigations have identified that a software issue in the Central Electronic Module (CEM) causes the CEM to look at a stored State of Charge (SOC) value instead of the actual SOC. As a result, the Wake to Charge function may not activate and charge the 12V battery.

To remedy the concerned vehicles, Polestar will perform a software upgrade.

A total of 121 U.S. and 15 Canadian vehicles are eligible for this service action.

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## B. VEHICLES INVOLVED

**NOTE: SERVICE POINTS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS SERVICE ACTION.**

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Service Action S10230 Software Update” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10230 has not been completed. Eligibility can also be confirmed in VIDA.

All vehicles must be checked for any incomplete Recalls, Service Campaigns, or Service Upgrade. All open Recall, Service Campaign or Service Action repairs must be completed.

## C. PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have this Service Action completed. Vehicle eligibility must be confirmed as outlined in Step. B above.

## D. PARTS / PARTS RETURN

Please refer to Parts Bulletin S10230.

## E. OWNER NOTIFICATION

No Owner Notification.

## F. VEHICLES IN INVENTORY

Vehicles in Service Point inventory must be completed prior to sale.

## G. SERVICE POINT RESPONSIBILITY

All vehicles qualifying for this Service Action must be repaired prior to a customer taking possession of the vehicle.

## H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is Level 2 Technician.

## I. REIMBURSEMENT PROCEDURES & ALLOWNACE

Service Action S10230 claims should be submitted using the LONG FORM application only.

**Claim Type:** S10230  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99940-2  
**Failed Part No:** 32137209 (Total Upgrade Polestar 1)

Operation Number	Repair Description	Qty	Labor Time
99940-2	Software downloading acc. To QB	1	0.5