

Quality Bulletin

TITLE:

Service Action S10239: Polestar Clips
Model Year: 2023-2024
Model: POLESTAR 2

GROUP:

8552

NO:

S10239

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

U.S. & CA

REVISIONS:

ISSUE DATE:

2023-6-21

STATUS DATE:

2023-06-21

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BULLETIN REFERENCE

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A. SERVICE ACTION S10239 DESCRIPTION

Polestar Automotive USA Inc. on behalf of Polestar Performance AB, have decided to launch Service Action S10239 on certain model year 2023 – 2024 Polestar 2 vehicles.

Polestar investigations have identified that during production, the supplier may have incorrectly assembled the front driver and passenger floor mats using larger-than-required snap grommets. As a result, the front driver and passenger floor mats may be loose.

To remedy the concerned vehicles, Polestar will inspect the front driver and passenger floor mats for correct installation and replace the snap grommets if necessary.

IMPORTANT: Customers may have Aftermarket or OEM rubber floor mats installed. When scheduling customers for this Service Action, the factory Carpet floormats should be brought to their scheduled Service Point appointment.

A total of 383 U.S. and 217 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 S10239 PS Clips” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action S10239 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 S10239.

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 S10239 claims should be submitted using the LONG FORM application only.

Claim Type: S10239

Cause Code: 02

CSC Code: XW

Main OP: 97917-2

Failed Part No: 31267689 (Male Snap Grommet), 39998902 (Female Snap Grommet)

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Operation Number	Repair Description	Qty	Labor Time
97917-2	Control Protective Mat acc. to QB (Inspection)	1	0.1
99921-2	General Reimbursement acc. to QB (Mount New Clips) **Only required for Grommet Replacement. OP can only be used once per vehicle and includes grommet replacement for both floormats if needed.	1	0.1

Step-by-step guide:

1. Inspect the floor carpet and grommet connects on the driver and passenger sides. If the connection is according to the attached video Control of Clips. MP4, proceed to step 2.

<https://cdn.polestartechhub.com/uploads/6492fa930b5dde0001918c58/Control%20of%20clips.mp4>

2. Replace the grommets according to the attached instructions. If one grommet is found to be loose both grommets should be replaced.