

Quality Bulletin

TITLE:

**Delivery Action DP1035: PS3 HLCM Reload before SW Update
Model Year 2025 Polestar 3**

GROUP: 32	NO: DP1035	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2024-10-18	STATUS DATE: 2024-10-18
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BULLETIN REFERENCE

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A. DELIVERY ACTION DP1035 DESCRIPTION

Polestar Automotive USA and Polestar Automotive Canada on behalf of Polestar Performance AB, has decided to launch Delivery Action DP1035: PS3 HLCM Reload before SW Update on certain MY 2025 Polestar 3 vehicles.

Polestar investigations have identified that the High to Low voltage Converter Module (HLCM) software that might cause hardware damage to the HLCM during other software updates to the vehicle.

The corrective action is to perform a HLCM Reload **before** any other softwares are downloaded to the vehicle.

A total of 352 U.S. and 474 Canadian vehicles are eligible for this Delivery Action.

B. VEHICLES INVOLVED

NOTE: SERVICE POINT MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS DELIVERY ACTION. VEHICLES IN RETAILER INVENTORY MUST BE REPAIRED PRIOR TO DELIVERY.

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Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Delivery Action DP1035 PS3 HLCM Reload” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action DP1035 has not been completed. Eligibility can also be confirmed in VIDA.

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

C. PORT VEHICLES

NOT all eligible vehicles arriving from the ports will have been completed. It is the Service Point's responsibility to check vehicle eligibility prior to delivery.

D. PARTS / PARTS RETURN

Please refer to Parts Bulletin DP1035.

E. OWNER NOTIFICATION

No owner notification. This action does not apply to retailed vehicles.

F. VEHICLES IN INVENTORY

All vehicles marked for Delivery Action DP1035 must be remedied prior to delivery.

G. SERVICE POINT RESPONSIBILITY

All vehicles qualifying for this Delivery Action must be repaired prior to a customer taking possession of the vehicle at new car delivery.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is G1.

I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Delivery Action DP1035 claims should be submitted using the LONG FORM application only.

Claim Type: DP1035
Cause Code: 02
CSC Code: XW
Main OP: 99923

Failed Part No: 32397108 (HLCM Reload)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
99923	General reimbursement acc. to TJ/QB	1	Polestar 3	0.3

*Labor times provided are current at the time of release and are subject to change: Claims will be paid at the time in effect on the repair date.