

# Quality Bulletin

TITLE:

**Delivery Action DP1037: PS3 GCCC Reload  
Model Year 2025 Polestar 3**

<b>GROUP:</b> 32	<b>NO:</b> DP1037	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2024-10-28	<b>STATUS DATE:</b> 2024-10-28
<b>Page 1 of 2</b>				

## BULLETIN REFERENCE

- A. DELIVERY ACTION DP1037 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PORT VEHICLES
- D. PARTS INFORMATION/PARTS RETURN
- E. OWNER NOTIFICATION
- F. VEHICLES IN INVENTORY
- G. SERVICE POINT RESPONSIBILITY
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. REIMBURSEMENT PROCEDURES & ALLOWANCE

### A. DELIVERY ACTION DP1037 DESCRIPTION

**URGENT: GCCC RELOAD MUST BE PERFORMED PRIOR TO PDS SOFTWARE!**

Polestar Automotive USA on behalf of Polestar Performance AB, have decided to launch Delivery Action DP1037: PS3 GCCC reload on certain MY 2025 Polestar 3 vehicles.

Polestar has identified that if a Grid Communication Charging Control (GCCC) reload is not performed prior to Pre-delivery software (PDS), there may be a risk of other issues during PDS.

The corrective action is to perform a GCCC Reload before the Pre-delivery Software.

A total of 13 U.S. 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.**

# Quality Bulletin DP1037

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Delivery Action DP1037 PS3 GCCC Reload” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action DP1037 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 DP1037.

## E. OWNER NOTIFICATION

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

## F. VEHICLES IN INVENTORY

All vehicles marked for Delivery Action DP1037 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 DP1037 claims should be submitted using the LONG FORM application only.

**Claim Type:** DP1037  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99923-2

**Failed Part No:** 32383978 (GCCC Reload)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
99923-2	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.