

# Quality Bulletin

TITLE:

**Delivery Action DP1038: PS3 HLCCM and GCCC reload  
Model Year 2025 Polestar 3**

<b>GROUP:</b> 32	<b>NO:</b> DP1038	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b> labor operation change QTY changed to 1, labor time is now 0.6 99923-2 should now be 99926-2			<b>ISSUE DATE:</b> 2024-10-28	<b>STATUS DATE:</b> 2024-11-04
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## BULLETIN REFERENCE

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### A. DELIVERY ACTION DP1038 DESCRIPTION

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

Polestar Automotive USA and Polestar Automotive Canada on behalf of Polestar Performance AB, have decided to launch Delivery Action DP1038: PS3 HLCCM and GCCC reload on certain MY 2025 Polestar 3 vehicles.

Polestar has identified that if a High to Low voltage Converter Module (HLCCM) and Grid Communication Charging Control (GCCC) Reloads are not performed prior to the Pre-delivery Software (PDS), there may be a risk of other issues during PDS.

The corrective action is to perform a HLCCM and GCCC Reload before the Pre-Delivery Software.

A total of 217 U.S. and 79 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 DP1038 PS3 HLCM and GCCC Reload” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action DP1038 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 DP1038.

## E. OWNER NOTIFICATION

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

## F. VEHICLES IN INVENTORY

All vehicles marked for Delivery Action DP1038 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 DP1038 claims should be submitted using the LONG FORM application only.

**Claim Type:** DP1038  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99926-2

**Failed Part No:** 32397108 (HLCM Reload)

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<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
99926-2	General reimbursement acc. to TJ/QB	1	Polestar 3	0.6

\*Reloads must be performed in this order:

1. Make sure the car is taken from “transport” to “normal mode, according to PDS checklist.
2. Purchase and execute a HLCM reload.
3. Purchase and execute a GCCC reload.
4. When you have pressed “order”, then select “YES” on the question “Has the hardware been replaced?”
5. Perform a new Vehicle Readout.
6. Proceed with PDS update.

\*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.