

# Quality Bulletin

TITLE:

**Service Action SP1042: PS3 Software Update  
Model Year 2025 Polestar 3**

<b>GROUP:</b> 30	<b>NO:</b> SP1042	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2024-11-18	<b>STATUS DATE:</b> 2024-11-18
<b>Page 1 of 2</b>				

## BULLETIN REFERENCE

- A. SERVICE ACTION SP1042 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PORT VEHICLES
- D. PARTS INFORMATION
- E. OWNER NOTIFICATION
- F. VEHICLES IN INVENTORY
- G. SERVICE POINT RESPONSIBILITY
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. REIMBURSEMENT PROCEDURES & ALLOWANCE

### A. SERVICE ACTION SP1042 DESCRIPTION

Polestar Automotive USA and Polestar Automotive Canada on behalf of Polestar Performance AB, has decided to launch Service Action SP1042: PS3 Software Update on certain model year 2025 Polestar 3 vehicles.

Polestar investigations have identified that certain PS3 vehicles must download improved software **1.1.21** or later.

The corrective action is to perform a Total Software Upgrade.

A total of 335 U.S. and 50 Canadian vehicles are eligible for this service action.

### B. VEHICLES INVOLVED

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

# Quality Bulletin SP1042

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Service Action SP1042 PS3 Software Update” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action SP1042 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 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 SP1042.

## 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: G1.

## I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Service Action SP1042 claims should be submitted using the LONG FORM application only.

**Claim Type:** SP1042  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 99942-2

**Failed Part No:** 32301992 (Total Upgrade)

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
99942-2	Software download acc. To QB	1	Polestar 3	0.5

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.