

Technical Journal

TITLE:

White patch defect in paint from protection cover

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|---------------------------------------|---|--|-----------------------------------|
| REF NO: TJ 36655.2.0 | ISSUING DEPARTMENT: Technical Service | CAR MARKET: United States and Canada | |
| PARTNER: 3 US 7515 Polestar | | ISSUE DATE: 2025-01-31 | STATUS DATE: 2025-02-05 |
| FUNC GROUP: 8000 | FUNC DESC: Body, cab and interior | Page 1 of 3 | |

Attachment

| File Name | File Size |
|--------------|-----------|
| TJ-36655.pdf | 0.0770 MB |

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

*Updated under Vehicle Type, Recipients, Description and Service.

If experiencing milky stripes/white patch defects in the paint when the ragard or vehicle cover is removed, please see advice under "Service".

CSC Customer Symptom Codes

| Code | Description |
|------|--|
| O8 | Body parts, paint finish (not including trim)/Stained/spotted paint |
| O9 | Body parts, paint finish (not including trim)/Faded/dull paint |
| L3 | Body parts, sheet metal/Other body panel problems (not including trim) |

DTC Diagnostic Trouble Codes

Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 359 | | | | | | | 2025-9999 | | - | 202402-999952 |
| 534 | | | | | | | 2021-9999 | | - | 202007-999952 |

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SERVICE:

*If milky stripes/white patch defects occur when the rapgard or vehicle cover is removed, do NOT polish, wax or repaint the area. The defect can be removed by exposure to outside daylight for 48hrs. Or an infrared (IR)-radiator can be used, carefully heat up the area to a temperature of 50-70°C (122-158°F) for 30 minutes. Note! The temperature of paintwork must not exceed 100°C (212°F). For example pictures of the defect, see attachment TJ-36655.pdf.

To prevent these defects from occurring, please follow the instruction of how to remove the rapgard in a correct way. Instruction to be found in VIDA with below address:

Information > Repair > General Information > 8. Body and interior > 80 General > 801 Surface treatment material > RAPGARD-F paintwork protection

Warranty claim info:

This TJ is for information purpose only; no warranty claims accepted for this TJ.

LABOR TIME:

Labor time subject to change without notice.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report Polestar" and sub concern area "Support not needed Polestar", use function group 8000.

To view TJ attachment continue to next page. This TJ has one attachment.

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