

Quality Bulletin

TITLE:

**Delivery Action DP1048: Cell Modules,
Model Year 2025 Polestar 3**

GROUP:

31

NO:

DP1048

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States

REVISIONS:

ISSUE DATE:

2025-03-12

STATUS DATE:

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A. DELIVERY ACTION DP1048 DESCRIPTION

Polestar Automotive USA on behalf of Polestar Performance AB, have decided to launch Delivery Action DP1048: Polestar 3 Cell modules on certain Model Year 2025 Polestar 3 vehicles.

Polestar has identified that one or more cell modules in the high voltage battery have been drained below the allowed voltage level. As a result, these battery cells cannot be charged.

The corrective action is to identify any defective cell modules by performing a component test in VIDA. When the test has been executed, VIDA will state which repairs are needed.

IMPORTANT NOTE: Any new cell modules that are installed must be scanned with the mVIDA app. All old cell modules must follow the return instructions outlined in Service Journal 1000426.

1 U.S. vehicle is affected by this Delivery Action.

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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.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Delivery Action DP1048 PS3 Cell Modules” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Delivery Action DP1048 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 DP1048.

E. OWNER NOTIFICATION

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

F. VEHICLES IN INVENTORY

All vehicles marked for Delivery Action DP1048 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 2AE (Polestar 3 High Voltage Battery Training).

I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Delivery Action DP1048 claims should be submitted using the LONG FORM application only.

Claim Type: DP1048
Cause Code: 02
CSC Code: XW
Main OP: 97575-2

Failed Part No: 36011831 (Cell Module) or 36011832 (Cell Module, mirrored)

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<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97575-2	High Voltage Battery Dismantling acc. To QB	1	PS3	PS3 AWD – 10.6 PS3 RWD – 10.7

And/or

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97578-3	All Cell Modules replace acc. To QB	1	PS3	8.9
97577-3	Cell module 1-9 replace acc. To QB	9	PS3	0.8
97578-3	Cell module 10-16 replace acc. to QB	8	PS3	0.7

***97576-3 is to be used if 17 modules are replaced. 97577-3 and 97578-3 are used for single replacements, one per replacement.**

***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.**