

Technical Journal

TITLE:

Window and Glass Claim Information Request

REF NO: TJ 37396.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-05-28	STATUS DATE: 2025-06-11
FUNC GROUP: 8400	FUNC DESC: Outside trim parts, glass, sealing mould	Page 1 of 3	

Attachment

File Name	File Size
TJ_37396_1.pdf	0.1449 MB

DESCRIPTION:

If detected during Pre-delivery inspection or if customer complains of chipped/cracked/distorted screen/glass we request more information, follow advice under "Service".

CSC Customer Symptom Codes

Code	Description
8U	Doors/Glass broken/chipped/cracked/distorted/Rear side door
Q5	Doors/Glass broken/chipped/cracked/distorted/Front side door
8P	Tailgate/trunk lid/Glass broken/chipped/cracked/distorted
8R	Rear window/Glass broken/chipped/cracked/distorted
8O	Windshield/Glass broken/chipped/cracked/distorted
17	Windshield/Glass distorted

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
232							2020-9999		-	201926-999952
359							2023-9999		-	202402-999952
534							2021-9999		-	201935-999952
814							2024-9999		-	202346-999952

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SERVICE:

Submit a Nebula Vehicle report, please add below information:

1. Attach pictures and/or a movie showing the issue.
 - Make sure to take the pictures before the glass is replaced.
 - Mark the defect area with for example a marker pen before taking the picture. If needed, put a piece of paper behind the glass to show the defect better.
 - Take both overview pictures and detailed pictures, to make it clear where the defect is located on the glass.
2. Attach pictures of the production labels/markings. See attachment "TJ_37396_1.pdf" for visualization of which markings that are needed depending on which glass that are affected.
 - For the inside of the windscreen it differs from model to model which labels that are attached on the glass, so the pictures in the attachment "TJ_37396_1.pdf" are examples.
3. Describe what symptom the report is about, ex. cracks, chipped, distorted.
4. Describe which repair method that was used to solve the issue.

Warranty claim info:

Screens that have not been clearly marked as described in this TJ, will be subject to claim rejection. No warranty claim is accepted for this TJ.



LABOR TIME:

Labor time subject to change without notice.

VEHICLE REPORT:

Yes, please submit a Vehicle Report for the service solution described in this TJ. Use concern area "Vehicle Report Polestar" and sub concern area "Support not needed Polestar", use function group 8431 windscreen / 8433 rear window / 8441 glass front door / 8443 glass rear door / 8445 window (fixed and openable).

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

		<p>TJ-37396</p>	
