

Quality Bulletin

TITLE:

**Service Action SP1062: Polestar 3 Software Update,
Model Year 2025 Polestar 3**

GROUP: 30	NO: SP1062	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2025-07-18	STATUS DATE: 2025-07-18
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A. SERVICE ACTION SP1062 DESCRIPTION

Polestar Automotive USA and Polestar Automotive Canada, on behalf of Polestar Performance AB, has decided to launch Service Action SP1062: Polestar 3 Software Update on certain model year 2025 Polestar 3 vehicles.

Polestar has identified that certain Polestar 3 vehicles have software version 1.2.16 or below. New and improved software has been released to bring these vehicles up to the latest software baseline.

The corrective action is to perform a Total Software Upgrade.

A total of 157 U.S. and 18 Canadian vehicles are affected by this service action.

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Please note:

Only a retailed vehicle with 1.2.16 or below is eligible for claiming. If the vehicle is not retailed a PDS SW upgrade should be performed. Retailed vehicles affected by SP1062 can receive this update via over-the-air (OTA) and may have the latest software version already. Please check the current software version in settings>system>software update. If the vehicle has 1.3.18 or later, then this action has been satisfied and should not be performed. Vehicles will be manually marked if performed via OTA within 2 weeks.

B. VEHICLES INVOLVED

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

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “Service Action SP1062 PS3 SW Update” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action SP1062 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 SP1062.

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’s competency requirement for this campaign repair is: G1

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I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Service Action SP1062 claims should be submitted using the LONG FORM application only.

Claim Type: SP1062
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 update 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.