

# Quality Bulletin

TITLE:

**Service Action SP1045: Polestar 3 AWD TVDC drain plugs,  
Model Year 2025 Polestar 3**

<b>GROUP:</b> 41	<b>NO:</b> SP1045	<b>ISSUING DEPARTMENT:</b> Product, Safety and Compliance	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2025-03-18	<b>STATUS DATE:</b> 2025-03-18
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### A. SERVICE ACTION SP1045 DESCRIPTION

Polestar Automotive USA and Polestar Automotive Canada on behalf of Polestar Performance AB, has decided to launch Service Action SP1045: Polestar 3 AWD Torque Vectoring Dual Clutch (TVDC) drain plugs on certain model year 2025 Polestar 3 vehicles.

Polestar investigations have identified that the drain plugs for the TVDC may not be torqued properly. As a result, leakage may occur.

The corrective action is to check for leakage and replace the drain plugs if they are found to be leaking.

**NOTE:** If no leakage is found, check and torque the drain plug screws according to the instruction. If leakage is found, the drain plug screws are not to be reused and must be replaced. We expect only a small number of vehicles will need to replace the drainplug screws.

A total of 2,529 U.S. and 212 Canadian vehicles are affected by this service action.

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## 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 SP1045 PS3 TVDC drain plugs” will appear for eligible vehicles, F4=History from the main Inquiry menu must be selected to confirm Service Action SP1045 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 SP1045.

## 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 SP1045 claims should be submitted using the LONG FORM application only.

**Claim Type:** SP1045  
**Cause Code:** 02  
**CSC Code:** XW  
**Main OP:** 97581-2

**Failed Part No: 9139567 (No Parts Involved) for leakage not found. 32339433 (Service Kit) for when leakage is found.**

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<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97581-2	Oil Plugs TVDC check acc. To QB	1	Polestar 3	0.2
97582-3	Oil TVDC replace acc. To QB	1	Polestar 3	0.5

\*97582-3 should only be claimed if leakage is found. 97581-2 and 97582-3 can be claimed together.

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.