

Quality Bulletin

TITLE:

**Service Action SP1072: Phone As Key (PAK) Validation
Model Year 2025 Polestar 3**

GROUP: 30	NO: SP1072	ISSUING DEPARTMENT: Product, Safety and Compliance	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2025-11-11	STATUS DATE: 2025-11-11
Page 1 of 3				

BULLETIN REFERENCE

- A. SERVICE ACTION SP1072 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PORT VEHICLES
- D. PARTS INFORMATION
- E. OWNER NOTIFICATION
- F. VEHICLES IN INVENTORY
- G. SERVICE POINT RESPONSIBILITY
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. REPAIR PROCEDURE
- J. REIMBURSEMENT PROCEDURES & ALLOWANCE

A. SERVICE ACTION SP1072 DESCRIPTION

Polestar Automotive USA, on behalf of Polestar Performance AB, investigations have determined that if an OTA software update could not be performed due to an issue detected during a SW installation event. A PAK validation needs to be performed before a total software update can be completed.

Polestar has decided that all cars concerned by this QB, shall be validated and upgraded in accordance with this QB, at first workshop visit. Additional vehicles will be added to this Service Action weekly.

A total of 1 U.S. and 0 Canada (at this time) vehicles are affected by this service action.

Quality Bulletin SP1072

B. VEHICLES INVOLVED

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

Vehicle eligibility must be confirmed:

- VIDA – Profile the vehicle and confirm SP1072 is included under mandatory claim types.
- Navigate to planning & diagnostics / claim types to see mandatory claim types. See SMB00-033P as a guide.

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

No Parts Bulletin available for this action.

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.

I. REPAIR PROCEDURE

1. Erase all DTCs using VIDA
2. Run the antenna self-test in VIDA:
Path: VIDA → Components → PAK → Diagnostic Sequences → "System self-test antennas."
Expected result: "PAK – System test, status Completed"
(See last page: System self-test, antennas_EN01.docx)
3. Read DTCs and confirm that no DTCs for missing antennas are present.
4. Perform total software update.

Quality Bulletin SP1072

J. REIMBURSEMENT PROCEDURES & ALLOWANCE

Service Action SP1072 claims should be submitted using the LONG FORM application only.

Claim Type: SP1072
Cause Code: 02
CSC Code: XW
Main OP: 36050-2
Failed Part No: 32301992

Please include the cost of PAK validation and software update in this QB.

If any additional actions are required to resolve potential issues identified after PAK validation, claim them under base warranty (PREDEPS or 0112PS/0148PS).

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
36050-2	Calibrating/Identifying with VIDA	1	Polestar 3	0.2
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.