

Quality Bulletin

TITLE:

Service Action SP1013: Rear Washer Fluid Valve Model Year 2025 Polestar 3

GROUP:

36

NO:

SP1013

ISSUING DEPARTMENT:

Product, Safety and Compliance

CAR MARKET:

United States and Canada

REVISIONS:

ISSUE DATE:

2026-08-11

STATUS DATE:

2026-08-11

Page 1 of 3

BULLETIN REFERENCE

- A. SERVICE ACTION SP1013 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. REIMBURSEMENT PROCEDURES & ALLOWANCE
- J. CORRECTIVE ACTIONS

A. SERVICE ACTION SP1013 DESCRIPTION

Issue with the valve controlling the washer fluid flow between rear camera lens and rear window which may cause the valve to get stuck so that no water is sprayed on the rear window when customer activates rear window washing.

Polestar has decided that all cars, concerned by this QB, shall be modified in accordance with this QB, at first workshop visit.

A total of 13 U.S. vehicles and 23 Canada vehicles are affected by this service action.

Quality Bulletin SP1013

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 SP1013 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

Part Number	Qty	Failing Part	Description
32274912	1	F	Solenoid Valve

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: Quality

I. REIMBURSEMENT PROCEDURES & ALLOWANCE

Service Action SP1013 claims should be submitted using the LONG FORM application only.

Claim Type: SP1013
Cause Code: 02
CSC Code: XW
Main OP: 97563-2
Failed Part No: **32274912** (Solenoid Valve)

Quality Bulletin SP1013

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Models</u>	<u>Labor Time</u>
97563-2	Washer fluid valve replace acc. to QB	1	Polestar 3	0.4

***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.**

J. CORRECTIVE ACTIONS

Replace the rear washer fluid valve on all cars in scope according to VIDA instruction.

Information / Removal, replacement and installation / 3 Electrical System / 36 Other electrical equipment / 363 Cleaner / Tailgate washer fluid valve