

## Section 11

—

## Electric operation and charging

# General information on charging

An electrically powered car is driven in the same way as a car with internal combustion engine, but certain functions differ. The car is equipped with a rechargeable high voltage battery<sup>178</sup>.

## Different types of charging

The time it takes for the high voltage battery to be charged depends on the charging power that is used. The 12 V battery is also charged when the car is charged.

### Charging via a wall socket (AC charging)

The car can be charged via a normal wall socket. Suitable as extra charging for electric cars but not recommended for regular charging.

### Charging via a charging station (AC charging)

The charging station can either be equipped with a permanent charging cable or with a socket where a Mode 3 charging cable can be connected. This type of charging is recommended for regular charging.

### Fast charging via a charging station (DC charging)

The car supports fast charging with direct current via charging stations that support the CCS (Combined Charging System) standard. A higher charging power can normally be achieved by charging with direct current, and the charging time can therefore be reduced. Highest charging power is normally reached when the battery's charge level is 0-30%, after that the charging power gradually decreases.

The car supports fast charging with direct current via charging stations that support the GB/T DC standard. A higher charging power can normally be achieved by charging with direct current, and the charging time can therefore be reduced. Highest charging power is normally reached when the battery's charge level is 0-30%, after that the charging power gradually decreases.

The car supports fast charging with direct current via charging stations that support the CHAdeMO standard. A higher charging power can normally be achieved by charging with direct current, and the charging time can therefore be reduced. Highest charging power is normally reached when the battery's charge level is 0-30%, after that the charging power gradually decreases.

## Effect of temperature

The high voltage battery with associated electrical drive systems will work better at the correct operating temperature.

High voltage battery performance may be reduced if the temperature in the battery is too low or too high.

## Important to know

### Exterior audio

When the car is powered by electricity there is an artificial exterior noise in the background. The purpose of this noise is so that road users outside the car, such as children, pedestrians, cyclists and animals, should more easily notice the car and avoid the risk of being run over.

### High-voltage current



The symbol is fitted on components in the car that work with high-voltage current. Never touch high-voltage cables or high-voltage components.

Do not touch anything that is not clearly described in the owner's manual.

## Related information

- Charging an electric car (p. 422)

- Charging an electric car via a wall socket (p. 435)
- Start and switch off preconditioning (p. 247)
- High voltage battery (p. 654)
- Range (p. 469)
- Gear positions (p. 462)
- Towing (p. 496)
- Activating and deactivating towing mode (p. 498)
- Economical driving (p. 471)

## WARNING

- California Proposition 65

When you use or perform service or maintenance on a passenger vehicle, you may be exposed to chemicals, including exhaust gases, carbon monoxide, phthalates and lead, which are known in the State of California to cause cancer, birth defects or other reproductive harm. Minimise the exposure by avoiding the inhalation of exhaust gases, not running at idling speed more than necessary, servicing the vehicle in a well-ventilated area and wearing gloves or washing your hands frequently when you service the vehicle. More information is available at [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle).

- ペースメーカー（植込み型心臓ペースメーカー及び除細動機能なし植込み型両心室ペースングパルスジェネレータ）をご使用中のお客様は、充電操作はご自身ではなさらず、他の方をお願いしてください。また充電時には充電器や充電ケーブルに近づかないでください。充電によりペースメーカーの動作に影響を与えるおそれがあります。

## WARNING

- The high voltage battery must only be replaced by an authorised workshop – contact Polestar Customer Support for more information.
- Contact Polestar Customer Support if the high voltage battery needs to be replaced.
- Since the car is powered by electricity it does not emit any engine noise and may therefore be difficult to notice by children, pedestrians, cyclists and animals. This applies in particular at low speeds such as in car parks.
- The electrical system in the car uses high voltage electric current. Any damage to this system or to the high voltage battery may result in a risk of overheating, fire or serious personal injuries. If the car is flooded, catches fire, is involved in a collision, etc., contact Polestar Customer Support. Prior to this inspection, the car should be parked outdoors at a safe distance away from buildings or readily flammable materials.
- Several components in the car work with high-voltage current that could be dangerous in the event of incorrect intervention. These components, and all orange-coloured cables, must only be handled by qualified personnel.

# Charging an electric car

## IMPORTANT

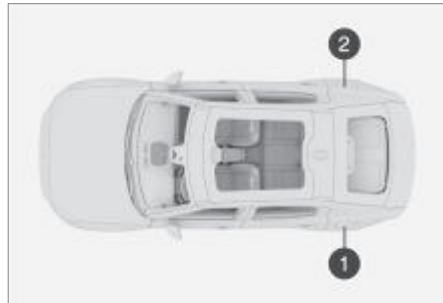
The performance of the high voltage battery may be reduced if the car is left for any length of time in environments where the temperature is below  $-10^{\circ}\text{C}$  ( $14^{\circ}\text{F}$ ) or above  $40^{\circ}\text{C}$  ( $104^{\circ}\text{F}$ ). Avoid the battery becoming too hot or too cold by connecting the car to a charger.

## NOTE

The capacity of the high voltage battery is reduced slightly with age and use.

Charge the car via a charging station at home or via a public charging station.

### Location of charging input socket



- ① Charging input socket for charging with alternating current (AC charging).
- ② Charging input socket for charging with direct current (DC charging).

### Charging via charging station (Mode 3)<sup>179</sup>

1. Detach the charging cable from the charging station's storage socket or take out the charging cable. Note that the car must be switched off prior to charging.

2. Plug the charging cable into the charging station. If the charging station has a permanent charging cable, proceed to Step 3.

3.



Open the charging hatch on the left-hand side of the car by pressing in the rear part of the hatch.

4.



Remove the charging handle's protective cover and press in the charging handle the whole way into the charging input socket.

5. The charging cable's charging handle is fastened/locked in, and charging starts within 5 seconds.

> When charging has started, the LED lamp in the charging input socket flashes green.

The driver display and the centre display show the remaining estimated charging time or whether charging is not working as intended.

Ensure that the amperage in shown the centre display is set for the specified capacity of the charging station.

Condensation from the air conditioning may drip under the car during charging. This takes place due to cooling of the high voltage battery.

#### Fast charging (direct current)

1. Detach the charging cable from the charging station's storage socket. Note that the car must be switched off prior to charging.

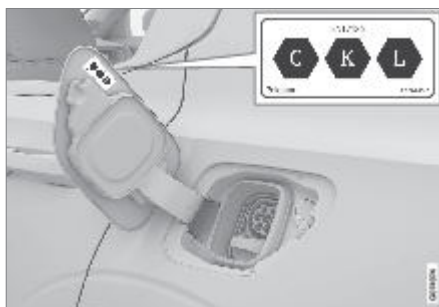
2. Open the charging hatch. Remove the protective cover for the charging input socket.

Open the right-hand charging hatch. Remove the protective cover for the charging input socket.



3. Grasp the charging cable with both hands and press the charging cable all the way into the car's charging input socket. Hold the charging handle upwards for a few seconds. The charging cable is automatically locked into the charging input socket after a couple of seconds. Ensure that the charging cable is properly locked so that charging can start.
4. Follow the instructions in the charging station's interface to authorise the charging. Charging begins when the charging station has executed an isolation test. This can take around one minute.
  - > When charging has started, the LED lamp in the charging input socket flashes with a green glow. The driver display and the centre display show the remaining estimated charging time or whether charging is not working as intended.

#### Decal on the inside of the charging flap



Identifier in accordance with CEN standard EN 17186 is located on the inside of the charging hatch.

#### Related information

- Charging in the car's centre display (p. 432)
- Charging status in the car's charging input socket (p. 429)
- Charging status in the car's driver display (p. 431)
- Charging in the car's centre display (p. 432)
- Ending charging of an electric car (p. 433)
- Charging an electric car via a wall socket (p. 435)

## WARNING

- Children should be supervised when in the vicinity of the charging cable when it is plugged in.
- High voltage in the charging cable. Contact with high voltage can cause death or serious personal injury.
- High voltage is present in your electric meter housing and power distribution service panel. Contact with high voltage can cause death or serious personal injury.
- Do not use the charging cable if it is damaged in any way. A damaged or inoperative charging cable must only be repaired by an authorised workshop. Contact Polestar Customer Support for more information.
- Always position the charging cable so that it will not be driven over, stepped on, tripped over or damaged in some other way, or cause personal injury.
- Do not use one or more adapters between the charging cable and the electrical socket.
- Do not connect one or more adapters of any type between charging cable and car.

Also, refer to the manufacturer's instructions for using the charging cable and its components.

- Never charge with alternating current and direct current simultaneously.

## IMPORTANT

- Avoid plugging in the charging cable when there is a risk of a thunderstorm or lightning strikes.
- To avoid damage to the paint, e.g. in the event of high winds, position the charging handle's protective cover so that it does not touch the car.
- Do not wash the car when the charging cable is connected or when the charging hatch is open.

## NOTE

- Do not use a charging cable that is over 30 metres long for fast charging.
- Charging stations with support for CCS are normally clearly marked CCS or Combo.
- Charging stations with support for fast charging are normally clearly marked with GB/T DC.
- Charging stations with support for fast charging are normally clearly marked with CHAdeMO. During fast charging from charging stations of the CHAdeMO 1.1 and 1.2 standard, the charging capacity may be limited to 80-85%, even if a higher State Of Charge (SOC) has been set in the centre display. This is due to limitations in the charging stations and not in the car.

# General information on the charging cable

## NOTE

- During charging, condensation from the air conditioning may drip under the car. This is because of cooling of the high voltage batteries.

Use a Mode 3 charging cable for charging at a charging station. Some charging stations have a permanent charging cable that you use instead.

Charging with permanent charging cable in accordance with mode 3<sup>180</sup>

In certain locations, the charging cable is installed permanently within a charging station connected to the mains power circuit. Therefore, use the charging station's charging cable and follow the instructions at the charging station.

Specifications, charging cable	
Enclosure class	IP67
Compliance	SAE J1772
Ambient temperature	-32 °C to 50 °C (-25 °F to 122 °F) -32 °C to 40 °C

## Related information

- Charging an electric car (p. 422)
- Charging an electric car via a wall socket (p. 435)

## WARNING

- Only use the charging cable provided with your car, or a replacement cable recommended by Polestar.



## WARNING

- Children should be supervised when in the vicinity of the charging cable when it is plugged in.
- High voltage in the charging cable. Contact with high voltage can cause death or serious personal injury.
- High voltage is present in your electric meter housing and power distribution service panel. Contact with high voltage can cause death or serious personal injury.
- Do not use the charging cable if it is damaged in any way. A damaged or inoperative charging cable must only be repaired by an authorised workshop. Contact Polestar Customer Support for more information.
- Always position the charging cable so that it will not be driven over, stepped on, tripped over or damaged in some other way, or cause personal injury.
- Do not use one or more adapters between the charging cable and the electrical socket.
- Do not connect one or more adapters of any type between charging cable and car.

Also, refer to the manufacturer's instructions for using the charging cable and its components.

- The charging cable and its associated parts must not be swamped or immersed in water.

## IMPORTANT

- The charging cable is used to charge the car's high voltage battery. The charging cable has been designed to meet Polestar's safety standard. Use a Polestar-recommended charging cable that guarantees its function and safety. Polestar is not responsible for the safety of, or any damage caused by, a charging cable that is not recommended by Polestar.
- Always stop charging first, then unplug the charging cable from the car's charging input socket, and then from the charging station.
- Clean the charging cable with a clean cloth, moistened with water or a mild detergent. Do not use chemicals or solvents.

## NOTE

The information in this section only refers to charging with a Mode 3 charging cable or a charging station with a permanent charging cable.

# Charging time

The following charging times are approximate and are applicable when air conditioning or any other consumer is not affecting charging. Charging time may also vary depending on battery size. If charging time seems long, it should be investigated.

## Charging time (alternating current)

### Single-phase charging<sup>A</sup>

Current (A) <sup>B</sup>	Charging power (kW) <sup>C</sup>	Charging time (hours) <sup>D</sup>
6	1.3	72
10	2.2	40
16	3.6	24
32	7.2	12
48	11	8

A Applies to charging using a 200-240 V socket.

B Maximum charging current may vary depending on market.

C The maximum charging power that the car can achieve is 11 kW.

D From 0-100 %

### Three-phase charging

Current (A)	Charging power (kW) <sup>C</sup>	Charging time (hours)
6	4	22
10	6.8	14
16	11	8

## Charging time during fast charging (direct current)

Charging power (kW) <sup>A</sup>	Charging time <sup>B</sup> (minutes)
50	65
150	35

A Maximum power that the charging station can supply.

B Applies at 10-80% State Of Charge (SoC), provided that the temperature of the battery is approximately 35 °C (95 °F).

## Related information

- Charging an electric car (p. 422)
- General information on the charging cable (p. 426)
- Charging status in the car's driver display (p. 431)
- Charging in the car's centre display (p. 432)
- Charging status in the car's charging input socket (p. 429)
- Ending charging of an electric car (p. 433)
- Preconditioning (p. 246)
- Start and switch off preconditioning (p. 247)

## IMPORTANT

Polestar strongly recommends against charging the car with an alternating current of 100-120 V in combination with an amperage below 10 A<sup>181</sup>.

## Charging status in the car's charging input socket

### NOTE

- To reduce the charging time for fast charging in cold weather, the battery needs to be preconditioned, which is done by adding a fast charging station as a destination in Google Maps.
- It may take longer to charge the high voltage battery in cold or hot weather. Part of the charging current is then used to heat/cool the high voltage battery.
- If preconditioning is selected, the charging time may be affected.
- Fast charging at up to 150 kW power output is possible in good conditions for high voltage battery and charging station. The charging power is limited towards the end of fast charging.

The LED lamp in the car's charging input socket shows the current status for charging in progress. The table below gives explanations for the different shades of the LED lamp.

LED lamp's glow	Specification
White	Welcome light
Flashing amber	The charging process is about to be interrupted.
Yellow	Waiting mode <sup>A</sup> - waiting for charging to start.
Flashing green	Charging in progress <sup>B</sup> .
Green	Charging complete <sup>C</sup>
Red	<p>A fault has arisen. Check the charging cable's connection to the car's charging input socket and power source.</p> <p>Then restart charging in the following steps:</p> <ol style="list-style-type: none"><li>1. Unplug the charging cable from the charging input socket.</li><li>2. Wait for a short time.</li><li>3. Plug the charging cable into the charging input socket again.</li><li>4. If the problem persists - contact Polestar Customer Support.</li></ol>

LED lamp's glow	Specification
Flashing red	<p>The car is locked and does not detect a key when unlocking the charging cable via the button next to the charging input socket.</p> <p>For fast charging (direct current): the car is locked and does not detect a key when unlocking the charging cable via the button next to the charging input socket.</p>
Blue	Scheduled Charging activated.

A For example, after a door has been opened or if the charging cable's handle is not locked in.

B The slower the flashing, the closer to fully charged.

C Extinguishes after a while.

### Related information

- Charging an electric car (p. 422)
- Charging status in the car's driver display (p. 431)
- Ending charging of an electric car (p. 433)
- Charging an electric car via a wall socket (p. 435)

### NOTE

The charging input socket's LED lamp indicates status for charging the high voltage battery and not whether the car is consuming power, such as when the climate control is in use. Even if the LED lamp indicates that charging has finished, or that scheduled charging is activated, the car may still draw current from the socket. To avoid affecting the car's range, current is firstly drawn from the socket and not the battery in order to supply any additional load from the car (such as parking heater, etc.).

# Charging status in the car's driver display

The driver display shows the status for charging with both image and text. The information is shown for as long as the driver display is operating.

Colour	Status	Specification
Pulsating green	The frame of the driver display is shown with a green pulsing light.	Charging continues and an approximate time for when the car is fully charged is shown.
Green	The frame of the driver display is shown with a green fixed light.	The car has finished charging.
Red	The frame of the driver display is shown with a fixed red light.	A fault has arisen. Check the charging cable's connection to the car's charging input socket and power source.  Then restart charging in the following steps:  <ol style="list-style-type: none"> <li>1. Unplug the charging cable from the charging input socket.</li> <li>2. Wait for a short time.</li> <li>3. Plug the charging cable into the charging input socket again.</li> <li>4. If the problem persists - contact Polestar Customer Support.</li> </ol>
Blue	The frame of the driver display is shown with a fixed blue light.	Scheduled Charging activated.
Yellow	The frame of the driver display is shown with a fixed amber light.	Charging is waiting to start or paused charging.

In addition to showing charging status, the driver display includes the following:

- existing and set amperage, as well as number of phases<sup>182</sup>.
- charging power
- battery percentage
- time until the car has finished charging.

- Charging status in the charging cable's control unit (p. 442)
- Ending charging of an electric car (p. 433)
- Charging an electric car via a wall socket (p. 435)
- Driver display (p. 114)

## Related information

- Charging an electric car (p. 422)
- Symbols and messages relating to electric operation in driver display (p. 445)
- Charging status in the car's charging input socket (p. 429)

## NOTE

If the driver display is not used for a while then it is dimmed. Reactivate the display by opening one of the doors. Read more in the section on the driver display.

<sup>182</sup> Existing and set amperage applies per phase from the alternating current source.

# Charging in the car's centre display


From the centre display it is possible to set the state of charge (SoC), unlock the charging cable and set amperage.

## Setting the charge limit



- 1 Battery's current State Of Charge (SOC).
- 2 Swipe to set the preferred state of charge (SoC). Charge limit – Swipe to set a limit for the State Of Charge (SOC) at which the charging should be ended. The set value remains the same until it is changed again in the centre display.

## Unlocking the charging cable

Tap on  in the centre display to unlock the charging cable and end the charging in progress.

## Setting the amperage

When charging with alternating current<sup>183</sup> there is the option to set the amperage. Tap on + to increase the amperage or - to reduce the amperage<sup>184</sup>.

## Related information

- Charging an electric car (p. 422)

- Charging an electric car via a wall socket (p. 435)
- Charging status in the car's charging input socket (p. 429)
- Ending charging of an electric car (p. 433)

## IMPORTANT

Follow the recommendations regarding handling the high voltage battery in order to optimise its service life and performance.

## NOTE

The amperage may be limited by the charging station or charging cable. There is no guarantee that the car can be charged with the specified amperage if it is higher than permitted by the charging station or charging cable.

<sup>183</sup> Refers to charging via charging station (Mode 3) and charging via wall socket (Mode 2).

<sup>184</sup> The set amperage applies per phase from the alternating current source.

# Ending charging of an electric car

End charging at any time by pressing the button next to the charging input socket or via the button in the centre display.

## Ending charging (alternating current)<sup>185</sup>

1. Stop charging via the button next to the charging input socket – the charging cable's locked handle releases/unlocks.

Stop charging via the button next to the charging input socket.



2. Remove the charging cable from the car's charging input socket and close the hatch.  
Depress the lock in the charging cable handle - the charging cable's locked handle releases/is unlocked. Then unplug the cable from the car's charging input socket and close the hatch.  
Depress the lock control in the charging cable handle - the charging cable's locked handle releases/is unlocked. Then unplug the cable from the car's charging input socket and close the hatch.
3. Unplug the charging cable from the charging station or connect the permanent charging cable to the charging station's storage socket.

## The charging cable is locked automatically

If the charging cable is not unplugged from the charging input socket, it is automatically locked in again shortly after unlocking in order to maxi-

mise the charging. The charging cable can be loosened using the button next to the charging input socket or via the button in the centre display.

## Ending fast charging (direct current)

1. End fast charging via the button next to the charging input socket, via the button in the centre display, or via the charging station's user interface.
  - > The charging is ended and the lock in the charging input socket is automatically unlocked. This may take a couple of seconds.
2. Remove the charging cable from the car's charging input socket and close the hatch.
3. Connect the charging cable to the charging station's storage socket or hang it back in the designated location.


## Unlocking the car during fast charging

Fast charging will not normally be stopped if the car is unlocked. If fast charging is stopped, it is not resumed automatically as the charging station requires charging to be reauthorised via the user interface. The charging cable will not lock automatically into place if fast charging is stopped. To restart interrupted fast charging, unplug the charging cable from the car's charging input socket, plug it in again and follow the instructions in the charging station's user interface.

## In case of problems releasing the charging handle

If the charging handle does not release after charging is complete, the following steps can be taken.

<sup>185</sup> Refers to charging with a mode-3 charging cable, or a charging station with a permanent charging cable.

1. Make sure that the key is within range and that the car is unlocked. End charging using one of the following alternatives:
  - a. via the button next to charging input socket<sup>186</sup>
  - b. via the centre display, press , followed by Charge and Unlock cable
  - c. follow the instructions in the charging station interface.
2. Stop charging from the charging station or wall socket and try step 1 again.
  - a. Charging via charging station: contact Customer Service of the charging station for help in ending charging.
  - b. Charging via own charging station: disconnect the power supply to your own charging station in a safe manner.
  - c. Charging via wall socket: disconnect the power supply to the wall socket in a safe manner.
3. Wiggle the charging handle and try step 1 again.
4. Lock and unlock the car. Then try step 1 again.
5. Lock the car and wait until the LED lamp at the car's charging input socket goes out. This can take up to 7 minutes. Then unlock the car and try step 1 again.

If the problem persists, contact Polestar Customer Support.

#### Related information

- Charging an electric car (p. 422)
- General information on the charging cable (p. 426)
- Charging an electric car via a wall socket (p. 435)
- Charging an electric car (p. 422)
- Charging in the car's centre display (p. 432)
- Folding the backrest in the rear seat (p. 219)
- Luggage compartment and cargo area (p. 635)

### IMPORTANT

- Charging must be ended before unplugging the charging cable from the car's charging input socket. If charging is not ended before the charging cable is unplugged, this may lead to damage to the charging cable or to the system.
- Never try to unplug the charging cable from the car while charging is in progress. Always interrupt charging first and then unplug the charging cable when the lock in the car's charging input socket has been automatically unlocked.

Never try to unplug the charging cable from the car while charging is in progress. Always end charging first and then disconnect the charging cable.



# Charging an electric car via a wall socket

The car can be charged via a wall socket if no other charging options are available.

## Charging cable (Mode 2)

When charging via a wall socket, use a charging cable with a control unit that can limit the amperage (Mode 2).

## Starting charging

Connect the charging cable to a 230 V socket<sup>187</sup>. Open the charging hatch. Note that the car must be switched off prior to charging. Remove the charging handle's protective cover and then press the handle the whole way into the charging input socket for the car.

Connect the charging cable to a 230 V socket<sup>188</sup>. Open the left-hand charging hatch. Note that the car must be switched off prior to charging. Remove the charging handle's protective cover and then press the handle the whole way into the charging input socket for the car.

Connect the charging cable to a 200 V socket. Open the left-hand charging hatch. Note that the car must be switched off prior to charging. Remove the charging handle's protective cover and then press the handle the whole way into the charging input socket for the car.

Connect the charging cable to a 220 V socket. Open the charging hatch. Note that the car must be switched off prior to charging. Remove the charging handle's protective cover and then press the handle the whole way into the charging input socket for the car.

Connect the charging cable to a 120/240 V socket. Open the charging hatch. Note that the car must be switched off prior to charging. Remove the charging handle's protective cover and then press the handle the whole way into the charging input socket for the car.

The charging cable's charging handle is fastened/locked in, and charging starts within 5 seconds.

## Ending charging

Stop charging via the button next to the charging input socket – the charging cable's locked handle releases/unlocks. Disconnect the charging cable from the car's charging input socket, and then from the 230 V socket<sup>189</sup>.

End charging via the button next to the charging input socket; depress the lock in the charging cable handle – the charging cable's locked handle releases/unlocks. Disconnect the charging cable from the car's charging input socket, and then from the 230 V socket.

End charging via the button next to the charging input socket; depress the lock control in the charging cable handle – the charging cable's locked handle releases/unlocks. Disconnect the charging cable from the car's charging input socket, and then from the 200 V socket.

End charging by pressing the button next to the charging input socket, or via the button in the centre display, and unplug the charging cable from the car's charging input socket and then from the 220 V socket.

End charging via the button in the centre display; depress the lock control in the charging cable handle – the charging cable's locked handle releases/unlocks. Disconnect the charging cable from the car's charging input socket, and then from the 120/240 V socket.

## Fuse

Charging an electric car via a wall socket corresponds to a high load on the fuse.

Normally several 230 V consumers are included in a fuse circuit, so additional consumers (e.g. lighting, vacuum cleaner, electric drill, etc.) can be on the same fuse.

Normally several 200 V consumers are included in a fuse circuit, so additional consumers (e.g. lighting, vacuum cleaner, electric drill, etc.) can be on the same fuse.

<sup>187</sup> The voltage in the socket may vary depending on market.

<sup>188</sup> The voltage in the socket may vary depending on market.

<sup>189</sup> The voltage in the socket may vary depending on market.

Normally several 220 V consumers are included in a fuse circuit, so additional consumers (e.g. lighting, vacuum cleaner, electric drill, etc.) can be on the same fuse.

Normally several 120/240 V consumers are included in a fuse circuit, so additional consumers (e.g. lighting, vacuum cleaner, electric drill, etc.) can be on the same fuse.

#### Example 1

If the car is connected to a wall socket (10 A) and the charging current is set at 16 A, then the car will attempt to draw 16 A from the mains power circuit - after a while, the overloaded 10 A fuse for the socket will be tripped and battery charging stopped.

In which case, reset the fuse for the socket and select a lower charging current in the centre display.

#### Example 2

If the car is connected to a wall socket (10 A) and the charging current is set at 10 A, then the car will draw 10 A from the mains power circuit. If additional consumers are connected to the same socket (or another socket in the same fuse circuit) then there is a risk that the 10 A fuse for the socket/fuse socket will be overloaded and triggered, at which point battery charging is stopped.

In such cases, reset the fuse for the socket/fuse circuit and select a lower charging current in the centre display - or disconnect other consumers from the socket/fuse circuit.

#### Example 3

If the car is connected to a wall socket (10 A) and the charging current is set at 6 A, then the car will only draw 6 A from the mains power circuit. Battery charging will of course take longer, but then additional consumers can be connected at the same time to the same socket/fuse circuit as long as the total load does not exceed the capacity of the socket/fuse circuit.

#### Related information

- General information on charging (p. 420)
- Charging an electric car (p. 422)
- Charging time (p. 428)
- Charging status in the car's charging input socket (p. 429)
- Charging status in the car's driver display (p. 431)
- Ground fault breaker in charging cable (p. 440)
- Charging cable temperature monitoring (p. 441)
- Charging status in the charging cable's control unit (p. 442)
- Symbols and messages relating to electric operation in driver display (p. 445)
- Charging in the car's centre display (p. 432)

#### WARNING

- Only use the charging cable provided with your car, or a replacement cable recommended by Polestar.
- The charging cable and its associated parts must not be swamped or immersed in water.

## WARNING

- The charging cable has a built-in circuit breaker. Charging must only take place with grounded and approved sockets.
- The charging cable must be grounded when in use. It is equipped with a cord with a grounding conductor and a grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances and is not damaged in any way.
- Children should be supervised when in the vicinity of the charging cable when it is plugged in.
- High voltage in the charging cable. Contact with high voltage can cause death or serious personal injury.
- High voltage is present in your electric meter housing and power distribution service panel. Contact with high voltage can cause death or serious personal injury.
- Do not use the charging cable if it is damaged in any way. A damaged or inoperative charging cable must only be repaired by an authorised workshop. Contact Polestar Customer Support for more information.
- Always position the charging cable so that it will not be driven over, stepped on, tripped over or damaged in some other way, or cause personal injury.
- Disconnect the charger from the wall outlet before cleaning it.
- Never connect the charging cable to an extension cord or a multiple plug socket.

## WARNING

- Do not use one or more adapters between the charging cable and the electrical socket.
- Do not connect one or more adapters of any type between charging cable and car.
- Do not use an external timer between the charging cable and the electrical socket.

Also, refer to the manufacturer's instructions for using the charging cable and its components.

- The electric car must only be charged at maximum permitted charging current or lower in accordance with applicable local and national recommendations for charging from wall sockets/plugs.
- The electric car must only be charged from approved, grounded wall sockets.
- Avoid visibly worn, defective or damaged mains sockets since they may lead to fire damage and/or personal injury if used.

## IMPORTANT

- The charging cable is used to charge the car's high voltage battery. The charging cable has been designed to meet Polestar's safety standard. Use a Polestar-recommended charging cable that guarantees its function and safety. Polestar is not responsible for the safety of, or any damage caused by, a charging cable that is not recommended by Polestar.
- Avoid exposing the control unit and its plug to direct sunlight. In such cases, the overheating protection in the plug is at risk of reducing or interrupting the charging of the high voltage battery.

Avoid exposing the charging module and its plug to direct sunlight. In such cases, the overheating protection in the plug is at risk of reducing or interrupting the charging of the high voltage battery.

- If the fuse in the wall socket has too low a current capacity, the fuse can blow when charging the car. Set the lowest amperage for charging in the car's centre display before reconnecting charging. If the problems persist, contact an authorised electrician to investigate further.
- Never connect the charging cable when there is a risk of thunderstorm or lightning strike.

## IMPORTANT

- Charging must be ended before disconnecting the charging cable from the car's charging input socket using the button located next to the charging input socket. This must be carried out even if the doors on the car are already unlocked. If the car is not unlocked, this may lead to damage to the charging cable or to the system.
- Never unplug the charging cable from the wall socket while charging is in progress – there is then a risk of damaging the wall socket.
- Always unlock the car so that charging is stopped before the connection to the wall socket is unplugged.
- Note that the charging cable must be unplugged from the car's charging input socket before being unplugged from the wall socket, partly to avoid damage to the system and partly to avoid stopping the charging unintentionally.
- A high amperage is required to charge an electric vehicle. Ensure that the wall socket fuse can handle the charging cable's specified current before starting charging. Contact a specialist in the event of doubt.

## IMPORTANT

- Check that the 230 V socket has adequate power capacity for charging electric vehicles – in the event of uncertainty, the socket must be checked by a qualified professional. If the power capacity of the socket is unknown - set the lowest power capacity in the centre display.

Check that the 220 V socket has adequate power capacity for charging electric vehicles – in the event of uncertainty, the socket must be checked by a qualified professional. If the power capacity of the socket is unknown - set the lowest power capacity in the centre display.

Check that the 200 V socket has adequate power supply for charging electric vehicles – in the event of uncertainty, the socket must be checked by a qualified professional. If the power capacity of the socket is unknown - set the lowest power capacity in the centre display.

Check that the 120/240 V socket used has adequate amperage for charging electrically-powered vehicles. Ask a qualified electrician to check the socket in the event of uncertainty. If the power capacity of the socket is unknown - set the lowest power capacity in the centre display.

## NOTE

- The information in this section refers to charging via a wall socket and a Mode 2 charging cable.

## NOTE

- Polestar recommends a charging cable in accordance with GB/T 20234.1-2015 and GB/T 20234.2-2015 which supports temperature monitoring.
- Polestar recommends a charging cable in accordance with SAE J1772 which supports temperature monitoring.
- Polestar recommends a charging cable in accordance with IEC 62196 and IEC 61851 which supports temperature monitoring.
- Read more about how to start charging in the section on Charging electric cars.
- Read more about how charging is ended in the section on Ending charging of electric cars.

# Ground fault breaker in charging cable

The charging cable's control unit<sup>190</sup> has a built-in ground fault breaker that protects the car and the user from electric shocks caused by system faults.

The charging cable<sup>191</sup> has an overcurrent protection that protects against overloading and thermal overheating.

## Related information

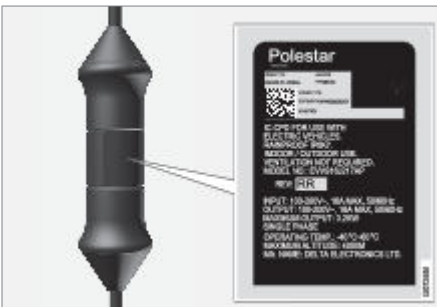
- Charging an electric car via a wall socket (p. 435)
- General information on the charging cable (p. 426)
- Charging status in the charging cable's control unit (p. 442)



Control unit LED<sup>192</sup> lamp.

### 1 LED lamp

If the control module's built-in ground fault breaker is tripped then the LED lamp illuminates with a red constant glow - check the wall socket. Ask a licensed electrician to check the socket or try to use another electrical socket.



## WARNING

- The car must only be charged from approved, grounded wall sockets. If the capacity of the electric circuit or electrical socket is unknown, contact a qualified electrician to check the capacity of the electric circuit. Using a charge level that exceeds the capacity of the electric circuit or electrical socket may cause fire or damage the electric circuit.
  - The charging cable's ground fault breaker helps to protect the car's charging system, but cannot guarantee that overload will never occur.
- The charging cable's overvoltage protection helps to protect the car's charging system, but cannot guarantee that overload will never occur.

## IMPORTANT

- The ground fault breaker does not protect the wall socket/electrical installation.

190 Refers to charging with a Mode 2 charging cable.

191 Refers to charging with a Mode 2 charging cable.

192 LED (Light Emitting Diode)

# Charging cable temperature monitoring

## IMPORTANT

- Check the capacity of the socket.
- Other electronic equipment connected to the same fuse circuit must be disconnected if the total load is exceeded.
- Do not connect the charging cable if the socket is damaged, worn or defective.

For the car's battery to be charged safely every time<sup>193</sup>, the control unit for the charging cable and the plug have built-in monitoring devices for the temperature.

Temperature monitoring takes place in the control unit and the plug.

### Monitoring in the control unit

Charging is switched off if the temperature of the control unit is too high. This is to protect the electronics. This may take place at a high outside temperature, for example, and/or when strong sunlight shines directly on the control unit.

### Monitoring at the plug

If the temperature at the power source to which the charging cable is connected is too high, the charging current is reduced. If the temperature exceeds a critical level, charging is stopped completely.

### Related information

- Charging an electric car via a wall socket (p. 435)
- General information on the charging cable (p. 426)
- Charging status in the charging cable's control unit (p. 442)

## IMPORTANT

- If the temperature monitoring has automatically lowered the charging current repeatedly and charging has been interrupted then the cause of the overheating must be investigated and rectified.

## Charging status in the charging cable's control unit

### IMPORTANT

- If charging is often interrupted unintentionally, the charging cable and the car's charging system should be checked. Contact Polestar Customer Support for more information.
- Avoid exposing the control unit and its plug to direct sunlight. In such cases, the overheating protection in the plug is at risk of reducing or interrupting the charging of the high voltage battery.

Avoid exposing the charging module and its plug to direct sunlight. In such cases, the overheating protection in the plug is at risk of reducing or interrupting the charging of the high voltage battery.

- If charging is unintentionally stopped, both the charging cable and the car's charging system should be checked by a trained and qualified Polestar service technician. The wall socket should also be checked by a licensed electrician.

The LED lamp on the charging cable's control unit shows the status of ongoing charging, as well as status after completed charging<sup>194</sup>.

Control unit with indicator



Control unit LED<sup>195</sup> lamp.

① LED lamp



LED	Status	Specification	Recommended action
Extinguished	Charging is not possible.	No power supply to charging cable.	<ol style="list-style-type: none"> <li>1. Unplug the charging cable from the wall socket.</li> <li>2. Reconnect the charging cable to the wall socket, or use a different wall socket.</li> <li>3. If the problem persists - contact Polestar Customer Support.</li> </ol>
White light	Charging possible.	The charging cable is ready to be plugged into the car.	<p>If the LED lamp is white but charging is not possible:</p> <ol style="list-style-type: none"> <li>1. Unplug the charging cable from the charging input socket.</li> <li>2. Plug the charging cable into the charging input socket again.</li> <li>3. If the indicator does not flash white within approximately 10 seconds – unplug the charging cable from the charging input socket and then from the wall socket.</li> <li>4. Plug the charging cable into the wall socket again and then into the charging input socket in the car.</li> <li>5. If the problem persists - contact Polestar Customer Support.</li> </ol>
Flashes white	Charging in progress.	<p>The car's electronics have started charging.</p> <p>Charging in progress.</p>	Wait until the car is fully charged.





LED	Status	Specification	Recommended action
Illuminates in red	Charging is not possible.	Temporary fault.	<ol style="list-style-type: none"> <li>1. Unplug the charging cable from the charging input socket.</li> <li>2. Wait for a short time.</li> <li>3. Plug the charging cable into the charging input socket again.</li> <li>4. If the problem persists - contact Polestar Customer Support.</li> </ol>
Flashes red	Charging is not possible.	Critical fault.	<ol style="list-style-type: none"> <li>1. Unplug the charging cable from the charging input socket and then from the wall socket.</li> <li>2. Wait for a short time.</li> <li>3. Plug the charging cable into the wall socket again and then into the charging input socket in the car.</li> <li>4. If the problem persists - contact Polestar Customer Support.</li> </ol>

#### Related information

- Charging an electric car via a wall socket (p. 435)
- Charging an electric car (p. 422)
- Charging status in the car's charging input socket (p. 429)
- Charging status in the car's driver display (p. 431)
- Charging in the car's centre display (p. 432)
- Ending charging of an electric car (p. 433)

# Symbols and messages relating to electric operation in driver display

If a fault should occur with the car's electric drive, a symbol and a message are shown in the driver display. Here are some examples.

Symbol	Specification
	Fault in the 12V battery. Read the message in the driver display. Contact Polestar Customer Support.
	Fault in the drive system. Read the message in the driver display. Contact Polestar Customer Support.
	Temporary fault on drivetrain. Read the message in the driver display.
	Information regarding the high voltage battery's battery level Read the message in the driver display.

## Related information

- Charging an electric car (p. 422)
- Ending charging of an electric car (p. 433)
- Charging an electric car via a wall socket (p. 435)
- Indicator and warning symbols (p. 122)
- Battery meter (p. 118)
- Power meter (p. 119)



## Section 12

—

## Starting and driving

# Starting the car

To start the car, a key or a phone with Digital Key needs to be in the car.

Make sure the key is inside the car.

1. Put the seatbelt on.
2. Depress the brake pedal.
3. Change gear to D or R.
  - > The car is now in Drive mode.
4. Release the brake pedal.
  - > If creep mode is activated, the car will drive slowly in the selected direction. If Hold (brake when stationary) is activated, the accelerator pedal must be depressed for the car to be able to drive in the selected direction.  
If creep mode is deactivated, the car will not drive forwards.

## Related information

- Gear positions (p. 462)
- Creep (p. 465)
- Usage modes (p. 450)
- Switching off the car (p. 449)
- Adjusting the steering wheel (p. 223)
- Digital Key (p. 263)

## WARNING

- Before starting:
  - Fasten the seatbelt.
  - Adjust the seat, steering wheel and mirrors.
  - Make sure that the brake pedal can be fully depressed.

## WARNING

- Never use more than one mat at a time in the driver area. Before driving, remove the original mat in the driver area if another type of floor mat shall be used. All types of mat must be attached securely in the floor's mounting points. Make sure that the brake pedal and accelerator pedal do not become trapped in the floor mat as this can involve a major risk to safety.
- Polestar's floor mats are specially designed for the car. They must be attached securely in the floor's mounting points and must not be at risk of being trapped under the pedals.

## IMPORTANT

The car cannot be started if the charging cable is still plugged-in. Pay attention that the charging cable is unplugged from the charging input socket before starting the car.

# Switching off the car


The car is switched off automatically from Drive mode when the driver leaves the car and it is parked.

## Automatic deactivation

1. Activate the parking brake.
2. Open the driver's door.
  - > The car is now not in Drive mode.

## Manual closing via the centre display

If is possible to switch off the car manually.

1. Activate the parking brake.
2. Press .
3. Press More.
4. Select Power off car.
  - > The car is now not in Drive mode.

To restart the car, press the play/pause button under the centre display.

## Related information

- Usage modes (p. 450)
- Gear positions (p. 462)
- Starting the car (p. 448)

# Important - Before starting the car

Important information to read before starting the car.

Start cars with an automatic gearbox in the correct manner in accordance with what is shown below.

The wrong method can cause serious accidents.

When you move the selector lever from P (Park) or N (Neutral) to the other positions, you must keep the brake pedal depressed. Do not touch the accelerator pedal.

- If you move the selector lever to D or R without depressing the brake pedal, the car will start abruptly even if the accelerator pedal is not touched.

Remember to release the brake pedal slowly whenever starting the car. After slowly releasing the brake pedal, move your foot to the accelerator pedal while releasing the parking brake.

- Depress the accelerator pedal slowly in order to prevent the car from moving suddenly. There are several blind spots that are not visible in the rearview and door mirrors.
- Keep a close watch on the surroundings when starting the car.
- Also read "Starting the car" and make sure that you fully understand the correct way of starting the electric motor and the car.

Before starting the electric motor you must depress the brake pedal, apply the parking brake, and move the gear selector to position P (Park).

# Usage modes

The car has three different usage modes that make various car functions available.

which functions are available in the various modes.

The car is set automatically to different modes: passive, comfort and drive. The table shows

Position	Functions
Passive	<p>When the car is unlocked, the following functions become available:</p> <ul style="list-style-type: none"><li>• The driver display shows charging information, for example.</li><li>• Power seats can be adjusted.</li></ul> <p>In this mode, the functions are controlled by time and are switched off automatically after a short while.</p>
Comfort	<p>When someone is sitting in the driver seat or when the centre display is used or started via the media button in the tunnel console<sup>A</sup>:</p> <ul style="list-style-type: none"><li>• The centre display can be used.</li><li>• The infotainment system starts automatically (the same as when driving).</li><li>• The climate system starts automatically (the same as when driving).</li><li>• Power seats can be adjusted.</li><li>• Power windows, Bluetooth, navigation, phone and windscreen wipers can be used.</li><li>• 12 V sockets in the cargo area can be used.</li><li>• The USB ports can be used.</li></ul>
Drive	<p>When the driver sits in the driver seat and engages a gear:</p> <p>All functions are available and the car can be driven.</p>

<sup>A</sup> Comfort mode is switched off when someone leaves the driver seat. Use the centre display to set the car back to comfort mode. Comfort mode is switched off again when the front passenger door is opened.

## Related information

- Starting the car (p. 448)



# Brake functions

The car's brakes are used to reduce the speed or prevent the car from rolling.

Besides the foot brake and parking brake, the car is equipped with several automatic brake assist functions. These can assist the driver by not needing to keep his/her foot on the brake pedal when stationary at a traffic light, or when starting on an uphill gradient.

Depending on the car's equipment, the following auto braking functions are available:

- Braking when stationary
- Auto braking after a collision
- Creep mode - the car is held stationary depending on the setting selected
- Warning and auto-brake while reversing
- Assistance at risk of collision

## Related information

- Braking when stationary (p. 459)
- Foot brake (p. 451)
- Parking brake (p. 455)
- Creep (p. 465)
- Auto braking after a collision (p. 460)
- Warning and auto-brake when reversing\* (p. 381)

# Foot brake

The foot brake is part of the brake system.

The car is equipped with two brake circuits. If a brake circuit is damaged, the brake pedal will engage deeper. Higher pressure on the pedal will therefore be needed to produce the normal braking effect.

If the foot brake is used when the car is not in drive mode, greater pedal pressure is required to brake the car.

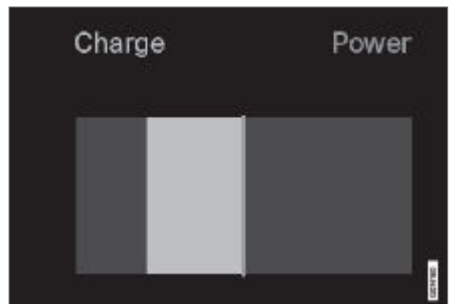
## Anti-lock braking system

The car has anti-lock brakes (ABS<sup>196</sup>), which prevents the wheels from locking while braking and allows maintained steering control.

A short test of the ABS system is made automatically after the car has been started when the driver releases the brake pedal. A further automatic test of the system may be made at low speed.

## Light braking charges the battery

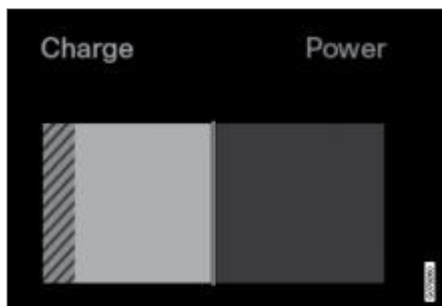
Under light braking, the car's kinetic energy is converted into energy which is used to charge the battery. Battery charging is indicated in the driver display.







*The driver display indicates charging.*




This function is active in the speed interval 150-5 km/h (93-3 mph). During heavier braking,

braking is supplemented by the hydraulic brake system. This is indicated in the driver display by orange on the far left of the brake gauge.



### Symbols in the driver display

Symbol	Specification
 A	Check the brake fluid level. If the level is low, fill with brake fluid and check for the cause of the brake fluid loss.
 B	
 A	Fault in pedal sensor.
 B	

Symbol	Specification
 A	Constant glow for 2 seconds when the car is started: Automatic function check.
 B	Constant glow for more than 2 seconds: ABS fault. The car's regular brake system continues to work, but without ABS function.
	In the event of the message: Brake pedal characteristics changed Service required  The brake pedal needs to be depressed past the normal braking position using a higher pressure to brake the car.

A Applies in Canada.  
 B Applies in USA.

### Related information

- Brake assistance (p. 453)
- Braking on wet roads (p. 454)
- Braking on gritted roads (p. 454)
- Brake system maintenance (p. 455)
- Brake lights (p. 190)
- Brake specifications (p. 726)
- Regenerative braking (p. 460)

### WARNING

- The brake servo only works when the car is in drive mode.

# Brake assistance

## WARNING

- If both the warning lamps for brake fault and ABS fault illuminate at the same time, a fault may have occurred in the brake system.
- If the level in the brake fluid reservoir is normal in this case – contact Polestar Customer Support.
- If the brake fluid is below the MIN level in the brake fluid reservoir, do not drive further before topping up the brake fluid. The reason for the loss of brake fluid must be investigated.

The brake assist system (BAS<sup>197</sup>) helps to increase brake force during braking, and can thereby shorten the braking distance.

The system detects the way in which the driver brakes and increases brake force where necessary. The brake force can be boosted up to the level when the ABS system is engaged. The function is suspended when the pressure on the brake pedal decreases.

### Related information

- Foot brake (p. 451)

## NOTE

Polestar recommends regular hard braking with the friction brake to avoid problems with the brake discs caused by inactivity, such as rust or dirt accumulation.

## Braking on wet roads

When driving for a prolonged period of time in heavy rain without braking, the braking effect may be delayed slightly when next using the brakes.

This may also be the case after a car wash. It is then necessary to depress the brake pedal more forcefully. You should therefore maintain a greater distance to the vehicles in front.

Brake the car firmly after driving on wet roads or using a car wash. This warms up the brake discs, enabling them to dry faster and protecting them against corrosion. Bear in mind the current traffic situation when braking.

### Related information

- Foot brake (p. 451)
- Braking on gritted roads (p. 454)

## Braking on gritted roads

When driving on salted roads, a layer of salt may form on the brake discs and brake linings.

This may extend braking distance. You should therefore maintain a greater safety distance to vehicles in front. In addition, make sure you do the following:

- Brake now and again to remove any layer of salt. Make sure that other road users are not put at risk by the braking.
- Gently depress the brake pedal after finishing driving and before starting your next trip.

### Related information

- Foot brake (p. 451)
- Braking on wet roads (p. 454)

# Brake system maintenance

Check brake system components regularly for wear.

To keep the car as safe and reliable as possible, Polestar's service intervals as specified in the Status and Warranty booklet should be followed.

After replacing brake linings and brake discs, braking effect is only adapted after they have been "worn in" for a few hundred kilometres (miles). Compensate for the reduced braking effect by depressing the brake pedal harder. Polestar recommends only fitting brake linings that are approved for Polestar cars.

After long-term storage of the car, check the brakes by driving the car slowly for a short distance. Depress the brake pedal five times (five seconds each time).

## Related information

- Foot brake (p. 451)
- Brake specifications (p. 726)

## IMPORTANT

The wear on the brake system's components must be checked regularly.

Contact Polestar Customer Support for information on methods.

# Parking brake

The parking brake prevents the car from rolling away from stationary by blocking both rear wheels.

A faint electric motor noise can be heard when the electrically-operated parking brake is being applied.

If the car is stationary when the parking brake is activated, it only acts on the rear wheels. If it is activated when the car is moving then the normal foot brake is used, that is, the brake acts on all four wheels. Brake function changes over to the rear wheels when the car is almost stationary.

## Related information

- Activating and deactivating the parking brake (p. 456)
- Parking on a hill (p. 457)
- In the event of a parking brake fault (p. 458)

# Activating and deactivating the parking brake

Use the parking brake to prevent the car from rolling from stationary. An activated parking brake locks both rear wheels.

## Activating the parking brake



*The button for the parking brake is located next to the gear selector.*

- Press the button.
  - > The symbol in the driver display illuminates when the parking brake is activated.

## Automatic activation

The parking brake is activated automatically

- if the driver leaves/exits the car.
- when the car is switched off manually in the centre display.
- if the function Hold (brake when stationary) is activated and the car has been stationary for a while (approx. 10 minutes).

## Emergency brake

In an emergency, the parking brake can be activated when the car is in motion by pressing and holding the button depressed.



The car is then braked heavily with the foot brake. Braking stops when the button is released, or if the accelerator pedal is depressed.

## Deactivating the parking brake

The parking brake is deactivated automatically when a gear is selected.

1. Put the seatbelt on.
  2. Depress the brake pedal.
  3. Select gear position D or R
    - > The parking brake releases automatically and the symbol in the driver display extinguishes.
  4. Release the brake pedal.
    - > If creep mode is activated, the car will drive slowly in the selected direction. If Hold (brake when stationary) is activated, the accelerator pedal must be depressed for the car to be able to drive in the selected direction.
- If creep mode is deactivated, the car will not drive forwards.

## Symbol in the driver display

Symbol	Specification
 A	Light illuminated permanently: The parking brake is activated.
 B	Flashing: an error has occurred with the parking brake. Read the message in the driver display.

- A Applies to Canada.
- B Applies to the USA.

## Related information

- Activating and deactivating the parking brake (p. 456)

# Parking on a hill

- Creep (p. 465)
- Braking when stationary (p. 459)
- In the event of a parking brake fault (p. 458)
- Parking brake (p. 455)
- Parking on a hill (p. 457)

## IMPORTANT

Check that the symbol for parking brake is illuminated when leaving the car.

## NOTE

- An acoustic signal sounds while emergency braking is active at high speeds.
- For deactivation, either the driver has to have buckled his/her seatbelt or the driver's door has to be closed.

Always make sure that the parking brake has been activated when parking on a hill.

If the car is parked facing uphill:

- Turn the wheels away from the kerb.

If the car is parked facing downhill:

- Turn the wheels towards the kerb.

## Related information

- Activating and deactivating the parking brake (p. 456)

# In the event of a parking brake fault

Contact Polestar Customer Support if it is not possible to deactivate or activate the parking brake after several attempts.

An acoustic warning signal sounds when driving with the parking brake activated.

If the car has to be parked before a possible fault can be rectified, the car must be secured to prevent it from rolling away.






The car can be secured by parking on level ground and:

- Block one or more of the wheels using suitable objects as chocks.
- Turn the front wheels towards the kerb or similar.

## Replacing the brake linings

The rear brake linings must be replaced at a workshop due to the design of the electrically-operated parking brake – contact Polestar Customer Support.

## Symbols in the driver display

Symbol	Specification
 A	A fault has arisen in the brake system. Read the message in the driver display and contact Polestar Customer Support.
 B	
 A	A fault has arisen in the brake system. Read the message in the driver display.
 B	
	A fault has arisen with parking brake. Read the message in the driver display.

A Applies to Canada.

B Applies to the USA.

## Related information

- Activating and deactivating the parking brake (p. 456)
- Parking on a hill (p. 457)
- Polestar service programme (p. 644)



# Braking when stationary

Braking when stationary (Hold) means that the driver can release the brake pedal while maintaining braking force when the car has stopped at a traffic light, for example.

## Activate Hold

Depress the brake pedal when stationary to activate Hold. This function is available at all times during driving and works on all inclines.

To activate Hold, make sure that

- the driver has buckled the seatbelt and/or that the driver's door is closed.
- gear position D or R is selected.


## Deactivate Hold

The function is released when the driver drives off, having selected a gear and depressed the accelerator pedal.

The parking brake is activated automatically

- if the driver unbuckles the seatbelt and/or opens the driver's door.
- if the function has been active for longer than 10 minutes.

## Symbols in the driver display

Symbol	Specification
	The function is active.

## Related information

- Foot brake (p. 451)
- Parking brake (p. 455)
- Activating and deactivating the parking brake (p. 456)

## NOTE

Hold is deactivated even when the driver shifts to neutral position.

# Auto braking after a collision

In the event of a collision in which the activation level is reached for the pyrotechnic seatbelt tensioners or airbags, or if a collision with a large animal is detected, the car's brakes are automatically applied. This function is to prevent or reduce the effects of any subsequent collision.

After a serious collision there is a risk that it is no longer possible to control and steer the car. In order to avoid or mitigate a possible further collision with a vehicle or an object in the vehicle's path, the auto braking system is activated automatically and brakes the car in a safe manner.

Brake lights and hazard warning lights are activated during braking. When the car has stopped, the hazard warning lights continue to flash and the parking brake is applied.

If braking is not appropriate, e.g. if there is a risk of being hit by following traffic, the system can be overridden by means of the driver depressing the accelerator pedal.

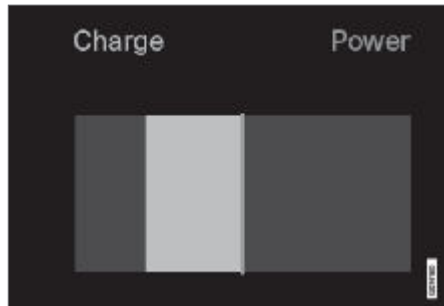
The function assumes that the brake system is intact after the collision.

## Related information

- Traffic accident (p. 499)
- Rear Collision Warning\* (p. 373)
- BLIS\* (p. 374)
- Brake functions (p. 451)

# Regenerative braking

The car recovers the brake energy and regenerates current to the battery when the driver releases the accelerator pedal or when the foot brake is used.



*Indication in the driver display during energy recovery.*

## Regeneration with the accelerator pedal

- Release the accelerator pedal.
  - > The car brakes with the selected braking action and charging is indicated in the driver display.

## Regeneration with the brake pedal

- Depress the brake pedal
  - > The car brakes and charging is indicated in the driver display.

## Related information

- One Pedal Drive (p. 461)
- Winter driving (p. 479)
- Power meter (p. 119)

# One Pedal Drive


## NOTE

- Slippery or icy conditions may reduce the car's regenerative capacity.
- The brake lights come on if the braking force exceeds a certain level.
- Polestar recommends regular hard braking with the friction brake to avoid problems with the brake discs caused by inactivity, such as rust or dirt accumulation.

There are three different levels of One Pedal Drive that indicate the regenerative braking effect that is controlled by the accelerator pedal, without using the brake pedal.

The car is set in Standard mode when it comes from the factory. Adapt the braking action based on the driving situation the car is used in, e.g. for winter road conditions.

### Settings in the centre display

1. Press 
2. Select Drive.
3. Change the desired braking action under One Pedal Drive.

Position	Braking action
Off	No brake force is applied and the car rolls freely.
Low	Some braking effect is applied, similar driving feel as with motor braking.
Standard	High braking effect, suitable for urban driving.

### Related information

- Regenerative braking (p. 460)

## NOTE

Polestar recommends regular hard braking with the friction brake to avoid problems with the brake discs caused by inactivity, such as rust or dirt accumulation.

# Gear positions

Select an appropriate gear position depending on the direction in which the car is to travel.

## Changing gear

Change the gear position by pushing the spring-loaded lever forwards or back. The brake pedal must be depressed to be able to change gear.

## Gear positions



The driver display shows which gear position is currently in use.

The car has three different gear positions and a button for the parking brake:

R, N, D or the P button for parking brake.

## Parking brake – P



- Press the button.
  - > The symbol in the driver display illuminates when the parking brake is activated.

In an emergency, the parking brake can be activated when the car is in motion by pressing and holding the button depressed.

The car is then braked heavily with the foot brake. Braking stops when the button is released, or if the accelerator pedal is depressed.

## Reverse position - R

1. Put the seatbelt on.
2. Depress the brake pedal.
3. Move the lever all the way forwards.
  - > The car can now be reversed.

## Neutral position - N

1. Put the seatbelt on.
2. Depress the brake pedal.
3. Move the lever one step forward or one step back.
  - > The car now rolls freely when the brake pedal is not depressed.

## Drive position - D

1. Put the seatbelt on.
2. Depress the brake pedal.
3. Move the lever all the way back.
  - > The car can now be driven.

## Related information

- Gear selector inhibitor (p. 463)
- Symbols and messages for the gearbox (p. 464)
- Parking brake (p. 455)

# Gear selector inhibitor

- Activating and deactivating the parking brake (p. 456)
- Starting the car (p. 448)

## IMPORTANT

Check that the symbol for parking brake is illuminated when leaving the car.

## NOTE

- It is possible to change between D/R at very low speed without your foot on the brake in order to facilitate parking, for example.
- The parking brake must be activated in order to be able to lock the car and arm the alarm.  
  
The parking brake must be activated in order to be able to lock the car.
- An acoustic signal sounds while emergency braking is active at high speeds.
- It is not possible to start the car and change gear if the charging cable is connected.

The gear selector inhibitor prevents accidental switching between different gear positions.

To switch gear position, the brake pedal has to be depressed.

The lever can always be moved back and forth, but the brake pedal has to be depressed to change gear position.

### Message in the driver display



If the gear selector is inhibited, a message is shown in the driver display, e.g. Press brake pedal to activate gear lever.

### Related information

- Gear positions (p. 462)

# Symbols and messages for the gearbox

If a fault should occur in the gearbox, a symbol and a message are shown in the driver display.

Symbol	Specification
	A fault has arisen in the gearbox. Read the message in the driver display.
	Temporary fault in the powertrain. Read the message in the driver display.

## Related information

- Gear positions (p. 462)
- Gear selector inhibitor (p. 463)

# All-wheel drive\*

All-wheel drive (AWD<sup>198</sup>) means that the car is driving all four wheels at the same time, which improves traction.

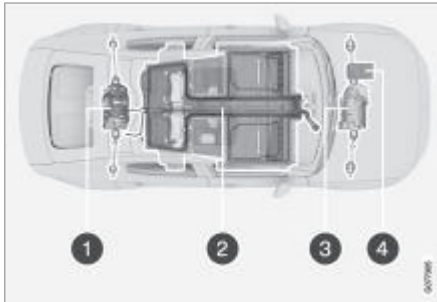
The electric motor that drives the rear wheels enables electric all-wheel drive functionality.<sup>199</sup>

## Related information

- Gear positions (p. 462)

# Drive systems

The car's electric motor propels the car.



- ① Electric motor<sup>200</sup> – The car contains two electric motors that drive the car and recover brake energy to create electrical energy.
- ② High voltage battery – The car contains a high voltage battery. The function of the high voltage battery is to store energy. This receives energy by charging from the mains power circuit and by means of regenerative braking.
- ③ Electric motor – The car's electric motor drives the car and recovers brake energy to create electrical energy.
- ④ 12 V battery – The car contains a 12 V battery that starts up the car's electrical systems and powers the electrical equipment in the car.

## Related information

- General information on charging (p. 420)
- Gear positions (p. 462)
- Range (p. 469)


# Creep

Creep mode can facilitate progress at low speed, e.g. in traffic queues or in car parks.

When the function is active the car will move slowly in the selected travel direction without the accelerator pedal being used.

## Activating creep mode

From stationary, the brake or accelerator pedal must be depressed in order to activate the function.

1. Tap on  in the centre display.
2. Select Drive.
3. Select On under Creep.

> Creep mode is now activated.

## Deactivating creep mode

- Select Off under Creep.
- > Creep mode is now deactivated.

## Related information

- Starting the car (p. 448)
- Regenerative braking (p. 460)

# Damping

The shock absorbers control the car's body movements as required while also insulating from undulations in the road. The aim of this is to provide as much comfort and function as possible while driving.

## Manually adjustable shock absorbers\*

The car is fitted with Öhlins adjustable shock absorbers. There are three recommended positions for front and rear shock absorber settings. Besides the factory setting Nominal, there is a harder setting, Track, and a softer setting, Comfort.

### Track

Track mode makes the car's shock absorption harder. The mode is adapted for driving on smooth roads or during active driving.

### Nominal

The Nominal mode is suitable for daily driving on public roads. The mode is the car's factory setting, which is a balance between Sport and Comfort.

### Comfort

The Comfort mode provides softer damping that minimises road disruption while maintaining control.

## Related information

- Adjusting the damping setting\* (p. 466)

## NOTE

The factory settings may vary between different markets.

# Adjusting the damping setting\*

It is possible to adjust the settings of the shock absorbers for driving under other conditions or on specific road surfaces.

## Location of adjuster knobs

There are four adjuster knobs, two for the front shock absorbers and two for the rear. The adjusting knobs are located by each wheel. All of the shock absorbers have adjustable total absorption level.

For the front wheels, the adjusting knobs are located in the bottom of the shock absorber, close to the wheel. For the rear wheels, the adjuster knobs are located above each wheel in the wheel housing.

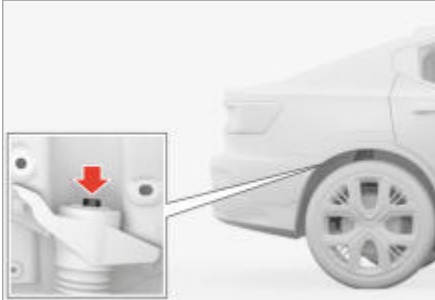
The front shock absorbers are also equipped with separate compression adjustment<sup>201</sup> whose adjuster knobs are located on the gas cylinders fitted in the front cargo area.

To access the front adjuster knobs, it is sufficient to angle the wheel until the shock absorber becomes visible. To access the rear adjuster knobs, loosen the wheel arch (wheelhouse) liner and raise the car, use a jack for example, see separate section.



*Location of adjuster knob, front wheel.*





*Location of adjuster knob, rear wheel.*

#### Adjusting the setting for damping, front



*Turn the adjuster knob clockwise and anticlockwise respectively to change adjustment position.*

Angle the wheel for easier access to the adjuster knob.

1. To get to adjustment position 0, turn the adjuster knob clockwise as seen from below until it reaches the stop.
2. Turn the adjuster knob anticlockwise to select the desired adjustment position. Adjustment positions are defined with an audible and noticeable click.
  - > Then carry out the same procedure for the other shock absorber.

#### Adjusting the front compression shock absorbers<sup>201</sup>

Open the front storage compartment to access the compression shock absorbers.

1. To get to adjustment position 0, turn the adjuster knob clockwise as seen from below until it reaches the stop.
2. Turn the adjuster knob anticlockwise to select the desired adjustment position. Adjustment positions are defined with an audible and noticeable click.
  - > Then carry out the same procedure for the other shock absorber.

#### Adjusting the setting for damping, rear

1. Raise the car for access to the wheel housing.
2. Unscrew two of the nuts for access under the wing liner. The wing liner must not be loosened completely.



*The nuts to be loosened are located on each side of the shock absorber.*

- Reach with your hand under the wing liner and remove the protective rubber cover that covers the adjuster knob.



*The rubber cover is located above the adjuster knob.*

- To get to adjustment position 0, turn the adjuster knob clockwise as seen from above until it reaches the stop. This is used as the starting point in order to find the desired adjustment position.
- Turn the adjuster knob anticlockwise to select the desired adjustment position. Adjustment positions are defined with an audible and noticeable click.



*Turn the adjuster knob clockwise and anticlockwise respectively to change adjustment position.*

- When the desired position has been set, refit the protective rubber cover. Then carry out the same procedure for the other shock absorber.

### Recommended positions

Position	Front	Rear
Track	adjustment position 1	adjustment position 2
Nominal	adjustment position 8	adjustment position 8
Comfort	adjustment position 18	adjustment position 20

### Related information

- Damping (p. 466)
- Jack\* (p. 614)

### IMPORTANT

- Do not tighten the adjuster knob too hard – the dampers may be damaged by excessive tightening torque.
- Do not tighten the adjuster knob too hard – the dampers may be damaged by excessive tightening torque.

### NOTE

- The closer the adjusting knob is to position 0, the harder the shock absorbers become.
- For performance that is as good as possible, Polestar recommends setting the adjusting knobs to the same position for every axle.

# Range

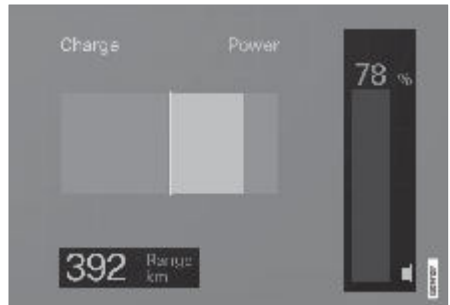
## NOTE

- Polestar only accepts responsibility for the recommended adjustment positions.
- The original setting is nominal, but these settings have been adjusted to be better suited to North American road conditions. Contact your Polestar Service Point if you have any questions.

The car's range depends on several factors. The ability to achieve a long range varies according to the circumstances and conditions under which the car is being driven.

The certified value for the car's mileage should not be interpreted as an expected range. The certified value should primarily be used to compare different cars and is obtained during special test cycles.

### Range in the driver display








When the car is delivered from the factory, or after a factory reset, the range is based on the certified value

When the car has been driven for a while, the range is based on historical driving patterns. The amount of history used depends on the battery's state of charge. Therefore, the less charge there is in the battery, the faster the range adapts to a changed driving pattern.

### Short range

The estimated range of the car is shorter when the battery's state of charge (SoC) decreases. The driver display shows a number of symbols and messages as the range becomes shorter.

Symbol	Message/meaning
	When the range of the car falls to 50 km, the battery symbol next to the battery gauge changes colour to orange and the message Low range Do you want to find a charging station? is shown in the driver display. The message is not shown if a destination is set in the navigation system.
	When the range of the car falls to 20 km, the battery symbol next to the battery gauge changes colour to red and the message Low range Do you want to find a charging station? is shown in the driver display.
	When the battery level is low, an orange tortoise is shown next to the battery gauge in the driver display.
	The message Reduced power due to low battery charge is shown together with an orange battery symbol. If the tortoise was not shown earlier, it will be visible in the driver display in connection with this message being shown.
	The message Empty battery. Charge battery. is shown together with an empty battery symbol.

### Factors that affect the range

In addition to historical trip data, there are several different factors that affect the range. The longest range is achieved under extremely favourable conditions when all factors have a positive impact.

Examples of factors that affect the range:

- speed
- climate settings
- topography
- preconditioning
- tyres and tyre pressure
- traffic situation
- temperature and weather
- road conditions.

### Range in cold temperatures



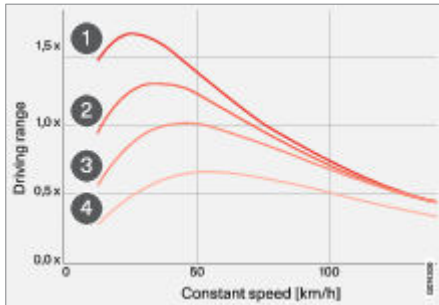
In cold ambient temperatures there is a risk that the battery will become too cold, which has a negative effect on the range. This symbol is shown in the driver display if the battery temperature falls to such a level. If the car is parked in cold ambient temperatures there is a risk that the range will be reduced dramatically. To avoid substantially reduced range after parking in cold ambient temperatures, the car should be charged while it is parked.



be charged while it is parked.

# Economical driving

## Range based on speed and outside temperature



- ① 20 °C (68 °F) outside temperature and passenger compartment climate Off.
- ② 20 °C (68 °F) outside temperature and passenger compartment climate control activated.
- ③ 35 °C (95 °F) outside temperature and passenger compartment climate On.
- ④ -10 °C (14 °F) outside temperature and passenger compartment climate On.

The graph shows the approximate relationship between constant speed and range, where a lower constant speed has a positive effect on range.

A higher outside temperature and deactivated climate control are also more beneficial for the range.

### Related information

- Economical driving (p. 471)
- Journey statistics in the centre display (p. 121)
- Checking tyre pressure (p. 601)
- Range assistant (p. 472)
- ECO climate control (p. 473)

To achieve the longest possible range, the driver should plan driving and adapt the driving method and speed to the prevailing situation.

### Before driving

- Precondition the car before driving if possible using the charging cable connected to the mains power circuit.
- If preconditioning is not possible when it is cold outside, use seat heating and steering wheel heating first of all. Avoid warming up the whole of the interior which takes energy from the battery.
- Choice of tyres and tyre pressures can affect energy consumption – seek advice on suitable tyres from Polestar Customer Support.
- Remove unnecessary items from the car - the greater the load the higher the consumption.

### During driving

- Drive at a steady speed and keep a good distance to other vehicles and objects in order to avoid braking.
- The battery is recharged under braking by:
  - braking gently using the brake pedal.
  - releasing the accelerator pedal and making sure that regenerative brake recovery is set to Standard.
- High speed results in increased energy consumption – because the wind resistance increases with speed.
- In a cold climate, reduce electrical heating of windows, mirrors, seats and steering wheel, if possible.
- Avoid driving with open windows.
- Do not hold the car stationary on a hill using the accelerator pedal, use the brake function instead when stationary.
- When driving a short distance after preconditioning, switch off the climate control if possible.

# Range assistant

## After driving

- If possible, park in an air-conditioned garage with a charging option.

## Related information

- Range (p. 469)
- Regenerative braking (p. 460)
- Checking tyre pressure (p. 601)
- Journey statistics in the centre display (p. 121)
- Checking tyre pressure (p. 601)
- Preconditioning (p. 246)
- Time setting for preconditioning (p. 248)


The range assistant provides the driver with overview information and assistance in order to facilitate more economical driving.

## Optimising range

Factors that the driver can influence to extend the range include speed, driving style, and climate settings.

The driver receives instantaneous information on the effect of each energy usage factor on range in order to guide the driver in his/her driving. If speed, driving style or climate settings are adjusted, the estimated range is adjusted accordingly.

ECO climate control can also be activated or deactivated in the range assistant.

1. Press .
2. Select Range assistant.
3. Activating or deactivating Eco climate.

## Related information

- Range (p. 469)
- Economical driving (p. 471)
- ECO climate control (p. 473)

# ECO climate control

ECO climate control adjusts the climate settings to benefit the car's range.

## Activating and deactivating ECO climate control

1. Open the climate view by swiping up in the home view.



2. Press the button to activate/deactivate ECO climate control.
  - > ECO climate control is activated when the icon is illuminated.

ECO climate control can also be activated and deactivated via the range assistant.

## Related information

- Range assistant (p. 472)
- Climate controls (p. 235)

## NOTE

Heater output is reduced in cold ambient temperatures. If the climate feels too cold, switch off ECO climate control.

Cooling is limited in hot ambient temperatures. If the climate feels too hot, switch off ECO climate control.

Problems with misting may occur since the AC function that adjusts humidity is limited.

Since the AC function is limited, air recirculation increases, which may lead to a less comfortable feeling of air quality, especially in the rear seat.

# Important - Whilst driving

Important information to read about car driving in general.

If any warning lamps in the driver display illuminate while driving, park the car in a safe place immediately and follow the instructions in the owner's manual

- Always pay attention to the condition of the car when driving. If you notice anything out of the ordinary, such as unusual noises from the electric motor or an unusual feeling while driving, always have the car checked as soon as possible. Otherwise there is a risk of accidents.

If the electric motor stops while driving, park the car in a safe place

- Pay special attention to the traffic behind you if you have to stop the car on a motorway.
- Remember that the brake servo and power steering do not work when the electric motor is switched off. Therefore, much higher pressure than usual is required when using the brake pedal and the steering is considerably heavier than normal.

Shift down to a lower gear and use electric motor braking on long or steep gradients

- If the brake pedal is depressed for a long time or pressed hard repeatedly, the brakes may overheat and the braking effect may be lost. In the worst case, it is not possible to stop the car.
- If using electric motor braking, do not use excessively. You can lose control of the car

If the car is parked on a steep slope, be sure to apply the parking brake and engage gear position P (park)

If the slope is very steep, also place chocks in front of and behind the wheels.

If the car moves sideways in strong winds, hold the steering wheel firmly and reduce speed

- Pay attention to strong crosswinds, especially when exiting tunnels or on bridges, when driving on mountain tops or at forest edges as well as when overtaking or being overtaken by a heavy vehicle.

If the underbody of the vehicle is hit by an obstacle on the road, stop the car in a safe place and check for any damage

- It can be very dangerous to continue driving without making these checks.

In the event of a puncture while driving, depress the brake pedal carefully to slowly reduce speed to prevent damage to tyres or wheel rims.

If you brake hard, you may lose control of the steering.

When the car is driven through puddles of water or after you have washed the car, the braking effect may decrease

- Depress the brake pedal lightly to check the braking effect. If the braking effect is still poor, dry the brakes by depressing the brake pedal lightly several times for short periods while driving slowly.

The road becomes slippery in the rain

Avoid heavy braking and sharp turns and drive slower than usual.

- Observe caution, especially in unusual conditions, such as driving in snow or on icy roads.

Do not switch the electric motor off while driving

- If the electric motor stops while driving, greater pressure than usual is required when using the brake pedal and the steering is con-



siderably heavier than normal, which can lead to accidents.

**Do not adjust the steering wheel or seat whilst driving**

- In such cases, you can lose control of the car, which can cause serious accidents.

**Adjust the sound level of the sound system appropriately**

Do not drive whilst watching TV or looking at the navigation system.

- If the volume is too high, you may not hear approaching emergency vehicles.
- Driving while watching TV or looking at the navigation system, or using a mobile phone, is not only dangerous but also illegal.

**Get in the habit of depressing the brake pedal and the accelerator pedal with your right foot**

- If you use your left foot to depress the brake pedal, the brakes may not work as intended (the car may not be able to stop in time in an emergency), which could lead to serious accidents.

**Before entering a tunnel, switch on the headlamps and reduce speed**

- Remember that a tunnel with poor lighting impairs visibility. Switch off the headlamps again when you exit the tunnel.

To avoid depressing the wrong pedal, check the position of each pedal by depressing it with your right foot before starting the electric motor

**Avoid stopping or parking the car on a slope**

Always check that the parking brake is properly applied and that the gear selector is in the P (park) position when parking the car.

- Switch off the electric motor.

**Always apply the parking brake, switch off the car, remove the key and lock the car before leaving it to avoid theft or damage**

- Do not leave valuables in the passenger area when leaving the car.

**Observe caution when driving on uneven and unpaved roads**

- This can damage tyres, underbody and suspension. There is also a risk of the car getting stuck in obstacles on the road or mud.
- Drive slowly if you have to drive in such conditions.
- Check the car as soon as possible after driving.
- Four wheel drive cars are not perfect.

**Be very careful not to cause accidents if the car has to be towed**

See the information about "Towing" in the owner's manual. Pay attention to surrounding traffic when towing the car.

**If you drive through puddles, deep water or sudden heavy rain, water can get into electrical cables, drive belts or timing belts**

Have the car checked as soon as possible.

- Water may cause damage to the electric motor.

# Important - Whilst driving

If you have a stoppage while driving on a motorway, do not brake hard but let the car roll and park it on the roadside

- Do not brake hard in the event of a fault or puncture whilst driving. There is a risk of driving into the car in front or skidding.
- Allow the car to roll straight ahead and stop on the roadside.
- A front tyre puncture can be very dangerous as the car may lose steering ability.
- If you park the car on the roadside, place a warning triangle on the road to warn other vehicles coming from behind. Turn on the hazard warning flasher and also switch on the rear lights in the dark.
- Emergency telephones are available at one kilometre intervals (200 metres in tunnels).
- Do not cross the motorway to reach the nearest telephone booth.
- Once you have contacted the rescue service, all passengers must be moved to a safe place.

Important general information to read about the car.

**Do not leave flammables such as fuel cans or spray cans in the passenger area or cargo area**

- Especially during summer time, flammables may easily evaporate and swell, resulting in explosion and fire hazard.

**Do not place any objects on the floor of the driver's seat**

- Objects such as an empty can may become trapped under the accelerator pedal or the brake pedal and prevent those pedals from being depressed, which may lead to serious accidents.

**Do not stack a load higher than the upper edge of the backrest**

Never place a load on the parcel shelf behind the rear seat backrest.

- There is always a danger of loose objects being thrown forward and causing injury if the car should brake suddenly or be involved in a collision.
- The load must, if possible, be positioned in the cargo area or stacked horizontally, lower than the upper edge of the backrest, in order not to obstruct the driver's field of vision. The load must be secured firmly so that it does not move while the car is being driven.

**Keep the rear seat backrests raised while driving**

- Otherwise the seatbelt does not protect the wearer properly and serious injury may result in the event of a collision.

**Do not extend head or hands out of the window or panoramic roof while driving**

- Danger of getting hit by obstacles outside the car or being thrown out of the car in the event of heavy braking.

**Never move the car with the electric motor switched off**

Always start the electric motor, even if you are just going to move the car a short distance.

- If the electric motor is not running, greater pressure than usual is required when using the brake pedal and the steering is considerably heavier than normal, which can lead to accidents.
- This is dangerous, in particular if the car is moved on a downhill gradient when the electric motor not running. There is a greater risk of accidents.

**Do not leave the car when the electric motor is running**

- The car may suddenly start moving if the parking brake is not properly applied or the selector lever is not properly engaged to position P (Park).
- There is always a chance of having valuables in your car stolen (or having your car stolen) even if you leave your car only for a short time.

**Do not drive through puddles or deep water**

- The electric motor will be seriously damaged if water enters the electric motor through air intakes.
- If water enters the passenger area, stop the car immediately, even if it is only a small amount of water. It may be very dangerous because water entering the electronic system could cause faults.
- Never attempt to restart the electric motor if it stops when driving in water. Have the car

repaired immediately; otherwise the electric motor may sustain severe damage.

**Do not drive on river banks or sand dunes if possible**

- This can damage tyres, underbody and suspension. There is also a risk that the car becomes stuck in obstacles on the road, such as gravel or in sand.
- Four wheel drive cars are not perfect.

**If the car gets bogged down in snow or slush, do not spin the wheels to get out**

- If the wheels should spin at a high speed, the tyres may burst or the body and the drive system may be damaged resulting in serious accidents.

**Do not keep the car stationary on an ascending slope by depressing the accelerator pedal instead of the brake pedal**

- This may cause damage to the transmission.

**Do not select gear position P (Park) while the car is moving**

- Only select gear position P (Park) when the car is stationary. If position P is selected while the car is moving, the gearbox can be damaged.
- Do not move the selector lever to position R (Reverse) when the car is moving forward. Do not move the selector lever to any of the forward positions when the car is moving in reverse. This may cause damage to the transmission.

**Do not drive with the tailgate open**

Exhaust fumes may enter the passenger area.

- If the car is driven with the tailgate open, you may be hit with objects from outside the car, or objects inside the car may fall out, which may lead to serious accidents.

#### Never place any objects directly on the roof

- They may easily fall off, resulting in serious accidents.
- Never load heavy or large loads on the roof, even if load carriers are used. Roof load affects the car's centre of gravity, the car sways more and this can be dangerous.

#### Do not make any modifications

- Installation of any parts unsuitable for the performance or functions of the car may lead to car damage or serious accidents
- Always use Polestar genuine parts.

#### Keep hands, clothing and hair away from rotating parts, such as drive belts, when the electric motor is running

- Remember that the electric cooling fan may start automatically at any time, even if the electric motor is switched off.

#### Do not affix accessories or objects to the wind-screen

- They can obstruct the field of vision. In some cases, suction cups may act as a lens and cause fire and serious accidents.

#### Do not drive with loose objects on the instrument panel

- They can obstruct the driver's field of vision. They can also move when you start the car or when the car is moving, which may have a negative effect on safety.

- They can interfere with the function of the air-bag in the event of a collision, resulting in serious injury.

#### Do not leave lighters, spray cans or drink cans in the passenger area

- Especially during sunny weather, the temperature in the passenger area can become very high and there is a risk of flammables such as lighter being ignited or cans exploding.

#### Never crawl under the car when it is raised on the jack

- There is a risk of crushing should the jack become suddenly dislodged. The jack must always be used on a level surface and it must only be attached to the jacking points that are marked on the body.
- Never start the car while it is raised. The car may suddenly move and cause serious accidents.
- To prevent the car from moving, apply the parking brake and position chocks behind and in front of the wheels that touch the ground.

#### Do not stare at the navigation system or use a mobile phone while driving

- Your attention to the front of the car may be distracted if you use the navigation system when driving, which may result in serious accidents.
- It is very dangerous and can disrupt your attention if you try to find the mobile phone, concentrate on its functions or direct all your attention to a phone call while driving. It may not just cause serious accidents, but it is also illegal.

# Preparations for a long trip

Before a driving holiday or some other type of long journey, it is important to check the car's functions and equipment particularly carefully.

Check that

- braking effect on braking works as intended
- the tyres have sufficient tread depth and pressure. Change to winter tyres when driving to areas where there is a risk of snowy or icy road surfaces
- battery charge is good
- the wiper blades are in good condition
- a warning triangle and high-visibility vest are located in the car - legally required in certain countries

## Related information

- Checking tyre pressure (p. 601)
- Filling washer fluid (p. 696)
- Winter driving (p. 479)
- Range (p. 469)
- Recommendations for loading (p. 636)
- Pilot Assist\* (p. 334)
- Speed limiter\* (p. 326)
- Emergency puncture repair kit (p. 619)

# Winter driving

For winter driving it is important to perform certain checks of the car in order to ensure that it can be driven safely.

Check the following in particular before a cold season:

- The condition of the battery and charge level must be inspected. Cold weather places greater demands on the battery and its capacity is reduced by the cold.
- Use washer fluid with antifreeze to avoid ice forming in the washer fluid reservoir.

## Slippery driving conditions

Polestar recommends changing the setting for one pedal drive to Off or Low in order to contribute to more stable driving in slippery or icy conditions.

To achieve optimum roadholding Polestar recommends using winter tyres on all wheels if there is a risk of snow or ice.

Practise driving on slippery surfaces under controlled conditions to learn how the car reacts.

## Related information

- One Pedal Drive (p. 461)
- Winter tyres (p. 616)
- Snow chains\* (p. 617)
- Braking on gritted roads (p. 454)
- Braking on wet roads (p. 454)
- Filling washer fluid (p. 696)
- Replacing windscreen wiper blades (p. 694)

## NOTE

The use of winter tyres is a legal requirement in certain countries. Studded tyres are not permitted in all countries.

# Important - Winter driving

Important information to read about winter driving.

## Drive carefully depending on snow depth, type of snow and icy road conditions

- Remove the snow from the car before you drive.
- Be careful not to allow snow into the passenger area when you open/close the doors.
- Remember that falling snow and snow flurries from the cars ahead impair visibility. Remove snow from headlamps and rear lamp clusters on a regular basis.
- Remove snow from shoe soles in order to avoid slipping on the pedals.
- Depress the brake pedal slowly and avoid braking suddenly all in one press.
- Do not turn the steering wheel suddenly. Always turn the steering wheel gently.
- Slow down in good time when you approach junctions and bends.
- Drive at a constant speed through bends to avoid skidding due to sudden acceleration.
- Watch out for icy roads and slippery surfaces on bridges or in hilly areas.
- Remember that snow and ice in shaded areas may not melt even during the day.

## Avoid starting the car abruptly

Start the car slowly.

- Brake early. Avoid braking hard and use electric motor braking sensibly.
- Use electric motor braking on downhill gradients. Change down to a lower gear depending on the driving conditions.
- Keep sufficient distance to vehicles ahead. Observe caution when changing lanes.

- Always get an idea of the general driving conditions by seeing how the cars further ahead are behaving.
- Turn the car's front end away from the wind and move the selector lever to position P without engaging the parking brake. Risk of freezing if the parking brake is engaged.
- Make sure that the wiper blades do not freeze onto the windscreen.
- Make sure that the door locks do not freeze.

**When driving in snow, snow and ice may whirl up and accumulate inside the mudguards and make it difficult to steer**

Check every now and then and remove the layer of ice before it becomes too thick.

- Braking effect may decrease if snow and ice attaches to the brake system. Check the braking effect every now and then by depressing the brake pedal lightly.

# Driving in water

Wading means the car being driven through water, e.g. on a flooded road. Driving in water must be performed with great caution.

Observe the following to prevent damage to the car when driving through water:

- The water level must not be higher than the floor of the car. If possible, check the depth at the deepest point before starting to drive through the water. Extra caution should be exercised when passing through flowing water.
- Do not drive faster than walking pace.
- Do not stop the car in the water. Drive forward carefully or reverse the car back out of the water.
- Remember that waves created by oncoming traffic may rise above the level for the floor of the car.
- Avoid driving through salt water (corrosion risk).

When the water has been passed, depress the brake pedal lightly and check that full brake function is achieved. Water and mud for example can make the brake linings wet resulting in delayed brake function.

## Related information

- Recovery (p. 499)

## IMPORTANT

Polestar does not recommend driving through standing or flowing water as it may be difficult to determine how deep the water is. The driver is always responsible that the vehicle is driven safely in traffic and that applicable laws and regulations are followed.

# Operational disruption

An operational disruption in the car may have different causes and is not necessarily due to a direct fault.

Some functions have limitations in special situations and circumstances, or require that certain conditions are fulfilled in order to work. The driver display and centre display may show messages in order to inform about such events.

Find out more about fault-tracing and the limitations of various functions in related articles below.

## If the car is not drivable

Activate the hazard warning flashers if the car has broken down or been forced to stop unexpectedly in a trafficked environment. Think about safety. If possible, move the car out of danger from traffic. Put on a reflective vest and then position the warning triangle so that other road users are warned in good time. Call roadside assistance.

## Related information

- Fuses and central electrical units (p. 661)
- Immobiliser (p. 282)
- Ground fault breaker in charging cable (p. 440)
- In the event of a parking brake fault (p. 458)
- Key range (p. 274)
- Limitations of Rear Collision Warning\* (p. 374)
- Limitations of BLIS\* (p. 376)
- Limitations of Road Sign Information\* (p. 318)
- Limitations of Driver Alert (p. 381)
- Limitations of Lane assistance (p. 353)
- Limitations of Parking assistance (p. 388)
- Roadside assistance with Polestar Connect (p. 544)

# Using jump starting with another battery

If the car does not start, it may be due to the 12V battery being discharged. It can then be charged with the assistance of another car or an external charger.

Under normal conditions, the 12V battery is charged at the same time as the car is charged, as well as via current transmission from the high voltage battery when the car is not connected for charging.

If the 12V battery is discharged for any reason, jump-starting can still be used. This may be caused by the car not being used for a long time, a temporary fault, or a blown fuse in the car's charging circuit, for example. A discharged 12V battery needs to be charged sufficiently in order to be able to start the car's electrical system. After starting, it is possible to start charging the car using the charging cable, which will be necessary if the high voltage battery is also discharged. If the car is out of reach for charging in such a situation, it may need recovery.

Using jump-starting requires jump leads, which are connected to the charging points for the 12V battery.

## Access to the charging points

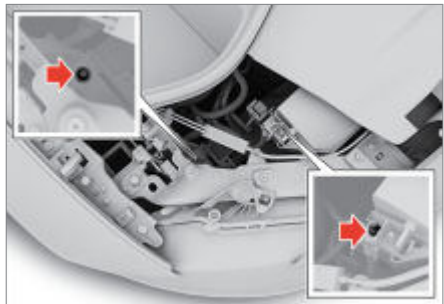
The protective panel that allows access to the charging points is located front left under the bonnet, and is held in place with fasteners. Loosen them by pressing in the locking pin in the centre of the plug, e.g. using a screwdriver or a pen. Once you have pressed in the pin a sufficient distance, you can pull the plug out. Avoid pressing the pin the whole way through the plug in order to prevent it from falling between components.

Pull the locking pin out completely when reattaching the plug to reinstall the panel. Once the plug is positioned in the mounting hole, the locking pin can be pressed into place again, which secures the panel.



Loosen the 5 fasteners and lift up the panel.

## Connecting the jump leads



Charging points under the panel. The positive charging point is located furthest back adjacent to one of the car's central electrical units. The negative charging point consists of a bolt in contact with the car's chassis and is located further forward.

When jump starting the car, the following steps are recommended to avoid short circuits or other damage:

1. Set the car's electrical system in Passive usage mode.
2. Check that the donor battery has a voltage of 12 V.



3. If the battery is installed in another car - switch off its engine and make sure that the cars do not touch each other.
4. Connect one of the red jump lead's clamps to the donor battery's positive terminal, often marked in red or with a plus sign.
5. Open the cover for the positive charging point by pressing on its side. This disengages a hook and you can lift the cover up at the same time. There are two charging points under the cover, and you should use the one closest to the centre of the car.
6. Connect the red jump lead's other clamp onto the positive charging point.
7. Connect one of the black jump lead's clamps to the donor battery's negative terminal, often marked in black or with a minus sign.
8. Connect the black jump lead's other clamp onto the car's negative charging point. The car's chassis is the grounding point for the 12V-system - which means that the high-lighted bolt head in the figure can be used.
9. Check that the jump lead clamps are affixed securely so that there are no sparks during the starting attempt.
10. Start the engine of the donor car.
11. Start the car that has the discharged battery by keeping your foot on the brake and selecting gear position D or R.
12. If the high voltage battery is also discharged, start charging the car with the charging cable.
13. Remove the jump leads in reverse order - first the black and then the red.  
Make sure that neither of the black jump lead's clamps comes into contact with the car's positive charging point, the donor battery's positive terminal, or the clamp connected to the red jump lead.

#### Related information

- Starting the car (p. 448)
- Opening and closing the bonnet (p. 651)

### WARNING

- **PROPOSITION 65 WARNING!** Battery posts, terminals, and related accessories contain lead and lead compounds, chemicals known to the state of California to cause cancer and reproductive harm. Wash hands after handling the battery and its components.
- The battery can generate oxyhydrogen gas, which is highly explosive. A spark can be formed if a jump lead is connected incorrectly, and this can be enough for the battery to explode.
- Do not connect the jump leads to any fuel system component or any moving part. Be careful of hot engine parts.
- The battery contains sulphuric acid, which can cause serious burns.
- If sulphuric acid comes into contact with eyes, skin or clothing, flush with large quantities of water. If acid splashes into the eyes - seek medical attention immediately.
- Never smoke near the battery.

## IMPORTANT

- The car's charging points are only intended for jump-starting the car itself. The charging points are not intended for jump-starting another car. Using the charging points to jump start another car may cause a fuse to blow, which means the charging points will stop working.

If the message 12 V battery fuse failure Service required is shown in the driver display then a fuse has blown and needs to be changed.

- Exercise caution when connecting the jump leads. A short circuit may occur if the ends come into contact with surfaces other than the charging points.
- Do not touch the connections between cable and car during the starting attempt. There is a risk of sparks forming.

## NOTE

- Full start-up is indicated by means of the driver display's indicator lamps extinguishing and its preset theme illuminating.

## NOTE

- A discharged 12V battery needs to be charged for a period of time in order to achieve a sufficiently high State of Charge (SoC) to power the car's electrical system. In an outside temperature of approx. +15 °C (approx. 60 °F), the battery needs to be charged for at least 30 minutes by the car. In a lower outside temperature, the charging time may increase to 3–4 hours. If possible, it is recommended to charge the battery using an external battery charger.

## Towbar\*

The car can be fitted with a towbar that makes it possible to tow a trailer, for example, after the car.

There may be different towbar variants for the car, contact Polestar Customer Support for more information.

### Related information

- Extendable and retractable towbar\* (p. 486)
- Extendable and retractable towbar\* (p. 488)
- Driving with a trailer (p. 491)
- Towbar-mounted bicycle rack\* (p. 495)
- Towbar specifications\* (p. 485)

### IMPORTANT

- When the car is switched off, the constant battery voltage to the trailer contact can be switched off automatically so as not to discharge the 12V battery.
- The towball needs to be cleaned regularly and lubricated with grease to prevent wear.

### NOTE

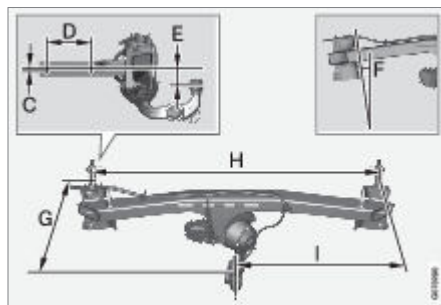
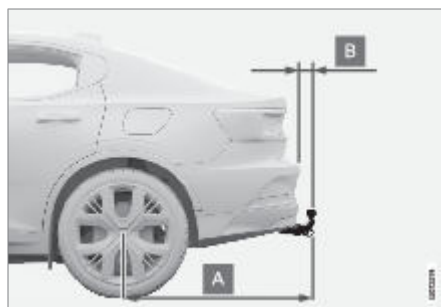
- The towball must not be lubricated when using a towball hitch with a vibration damper.

This is also applicable when fitting a bicycle rack that is clamped into position around the towball.

- If the car is equipped with a towbar, there is no rear mounting for a towing eye.

## Towbar specifications\*

### Towbar dimensions and mounting points



### Dimensions, mounting points in mm (inches)

A	1 082 (42,6)
B	83 (3,3)
C	6 (0,24)
D	145 (5,7)
E	67 (2,6)
F	Side member sloping 8 degrees
G	380 (15)
H	1 048 (41,3)
I	524 (20,6)

# Extendable and retractable towbar\*

## Related information

- Towbar\* (p. 485)
- Towing weights and towball loads (p. 712)

The retractable tow hook is easy to retract or extend as required. In the retracted position, the towbar is completely concealed.



A button for retracting and extending the towbar is located on the right-hand side at the rear of the cargo area. The indicator lamp in the button flashes or illuminates with a constant orange glow when retracting and extending are active.

retracting and extending are active.

## Extending the towbar

1. Press the button in the cargo area and release it – holding it down for too long may cause extension not to start.
  - > The towbar is extended and moves down into an unlocked position – the indicator lamp flashes orange.
2. Manoeuvre the towbar to its end position where it is secured and locked in.
  - > The indicator lamp illuminates with a constant glow when the towbar is ready for use.

## Retracting the towbar

1. Press the button in the cargo area and release it – holding it down for too long may cause retraction not to start.
  - > The towbar is lowered and moves down into an unlocked position – the indicator lamp flashes orange.
2. Lock the towbar by moving it back to its retracted position, where it is locked.
  - > The indicator lamp illuminates with a constant glow when the towbar is correctly retracted.

## Related information

- Driving with a trailer (p. 491)

- Towbar\* (p. 485)

## WARNING

- Follow with care the instructions for retracting and extending the towbar.
- Do not tap on the extend/retract button if a trailer is connected to the towbar.
- Avoid standing close to the bumper in the centre of the car at the rear when extending the towbar.
- Take care to attach the safety cable for the trailer in the designated mounting.

## IMPORTANT

- Make sure that there is no plug or adapter in the electrical socket when retracting the towbar.
- When the towbar has been activated via pressing the button and set in unlocked position:  

Wait at least 2 seconds before the towbar is moved to locked position. If the towbar does not remain in locked position, wait for a couple more seconds and try again.

Do not kick the towbar.
- The towbar must always be retracted when not in use.

## NOTE

Power save mode is activated after a while and the indicator lamp is extinguished. The system is reactivated by closing the tailgate and then reopening it. This is applicable when both extending and retracting the towbar.

If the car has detected a connected trailer electrically, the indicator lamp stops shining steadily.

# Extendable and retractable towbar\*

The retractable/extendable towbar is designed for towing a trailer and fitting a bicycle rack. The towbar is simple to retract or extend as required. In the retracted position, the towbar is completely concealed.



A button for retracting and extending the towbar is located on the right-hand side at the rear of the cargo area. The indicator lamp in the button flashes or illuminates with a constant orange glow when retracting and extending are active.

retracting and extending are active.

## Extending the towbar

1. Press the button in the cargo area and release it – holding it down for too long may cause extension not to start.
  - > The towbar is extended and moves down into an unlocked position – the indicator lamp flashes orange.
2. Manoeuvre the towbar to its end position where it is secured and locked in.
  - > The indicator lamp illuminates with a constant glow when the towbar is ready for use.

## Retracting the towbar

1. Press the button in the cargo area and release it – holding it down for too long may cause retraction not to start.

Press the button in the cargo area and release it – holding it down for too long may cause retraction not to start.

  - > The towbar is lowered and moves down into an unlocked position – the indicator lamp flashes orange.
2. Lock the towbar by moving it back to its retracted position, where it is locked.
  - > The indicator lamp illuminates with a constant glow when the towbar is correctly retracted.

## Hitch mounted bicycle rack

Before the bicycle is fitted on the bicycle rack, keep in mind the following:

- Fit max. 4 bicycles
- Maximum weight for bicycle rack including bicycles is 200 lbs/90 kg. For example: rack 40 lbs + 4 bicycles at 30 lbs = 160 lbs total > OK

## Loading on the bicycle rack

The longer the distance between the load and rack, the higher the load on the towbar and car.

The following points should be taken into account

- Load the heaviest bicycle closest to the car.
- If possible, load the bicycles symmetrically, as close to the centre of the car as possible.
- It is recommended to remove loose parts from the bicycle, such as cycle basket, battery or child seat. This is to reduce the load on the towbar and the bicycle rack.
- Do not use protection over the bicycle, it may lead to increased load on the towbar.

## Related information

- Removable towbar\* (p. 490)
- Driving with a trailer (p. 491)

## WARNING

- Follow with care the instructions for retracting and extending the towbar.
- Do not tap on the extend/retract button if a trailer is connected to the towbar.

## WARNING

- Avoid standing close to the bumper in the centre of the car at the rear when extending the towbar.
- Take care to attach the safety cable for the trailer in the designated mounting.

## IMPORTANT

- When the towbar has been activated via pressing the button and set in unlocked position:  
Wait at least 2 seconds before the towbar is moved to locked position. If the towbar does not remain in locked position, wait for a couple more seconds and try again.  
Do not kick the towbar.
- Make sure there is no adapter in the electrical socket or any removable ball section fitted when retracting the towbar.  
Remove the bicycle rack from the towbar when it is not in use.
- Using towbar adapters or towbar extenders is not permitted.
- Only use the towball for towing a trailer. Only use the towball for towing. Do not use accessories designed to attach around the ball.
- The use of a load basket is not permitted.

## IMPORTANT

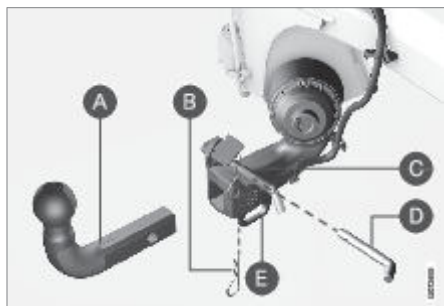
- The towbar must always be retracted when not in use.

## NOTE

- Power save mode is activated after a while and the indicator lamp is extinguished. The system is reactivated by closing the tailgate and then reopening it. This is applicable when both extending and retracting the towbar.  
If the car has detected a connected trailer electrically, the indicator lamp stops shining steadily.
- Power save mode is activated after a while and the indicator lamp is extinguished. The system is reactivated by closing the tailgate and then reopening it. This is applicable when both extending and retracting the towbar.  
If the car has detected a connected trailer electrically, the indicator lamp stops shining steadily.
- The weight limits for trailers and accessories mounted on the towbar are different. There is a separate limit for both. This towbar is only designed for bicycle racks mounted on the towbar. All other accessories are inappropriate.
- Polestar recommends that only original Polestar accessories should be used. Follow the instructions that come with the product.

# Removable towbar\*

Polestar recommends the use of Polestar towbars that are specially designed for the car.



- (A) Ball holder
- (B) Cotter pin
- (C) Towbar unit
- (D) Locking bolt
- (E) Safety cable bracket

## Fitting the ball holder

1. If necessary, remove the cotter pin from the locking bolt and push the locking bolt out from the towbar unit.
2. Push the ball holder into the towbar unit.
3. Align the hole in the ball holder with the hole in the towbar unit.
4. Push the locking bolt through the towbar unit and the ball holder.
5. Insert the cotter pin in the hole at the end of the locking bolt.

## Removing the ball holder

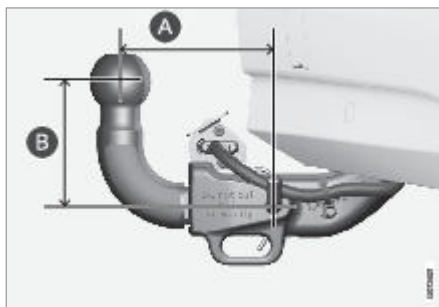
1. Remove the cotter pin from the locking bolt and push the locking bolt out from the ball holder/towbar unit.

2. Pull the ball holder out from the towbar unit.

## Storing the ball holder

### Driving with a trailer

When driving with a trailer, the original ball holder or similar should be used.



The towball must comply with the geometric limitations of the towbar in terms of both distance (A) and height (B). Geometric limitations are described on a rating plate located on the towbar.

## Related information

- Extendable and retractable towbar\* (p. 486)
- Extendable and retractable towbar\* (p. 488)
- Driving with a trailer (p. 491)
- Towing weights and towball loads (p. 712)



# Driving with a trailer

## WARNING

- Check that the towbar is locked properly in position before connecting anything to it.
- Always attach the trailer's safety cable in the towbar bracket for the safety cable.
- The towbar may be damaged if it is not used correctly or if incorrect accessories are used, such as:
  - Overloading accessories.
  - Using incorrect accessories.
  - Using the accessory for the wrong purpose.
  - Using towing systems that distribute weight.
  - The towball is positioned incorrectly, see geometric restrictions on the towbar.
- The removable ball holder must always be stored in the designated location underneath the load floor when not in use.

## NOTE

The optional detachable trailer hitch may not be available in all markets or on all models. Contact Polestar Customer Support.

When driving with a trailer, there are a number of points that are important to think about regarding the towbar, the trailer and how the load is positioned in the trailer.

Payload depends on the car's kerb weight. The total of the weight of the passengers and all accessories, e.g. towbar, reduces the car's payload by a corresponding weight.

The car is supplied with the necessary equipment for towing a trailer.

- The car's towbar must be of an approved type.
- Distribute the load on the trailer so that the weight on the towbar complies with the specified maximum towball load. Towball load is calculated as part of the car's payload.
- Increase the tyre pressure to the recommended pressure for a full load.
- The electric motor is loaded more heavily than usual when driving with a trailer.
- Towing a trailer affects the car's handling, durability and driving economy.
- Do not tow a heavy trailer when the car is brand new. Wait until it has been driven at least 1000 km (620 miles).
- Follow the regulations in force for the permitted speeds and weights.
- Maintain a low speed when driving with a trailer up long, steep ascents.
- Avoid driving with a trailer on inclines of more than 12%.
- Avoid overloading and other incorrect use.
- It is necessary to balance the trailer's brakes with the car's brakes to stop safely (follow applicable local regulations).
- Auto Rear Brake should be deactivated before driving with a trailer.

## Trailer weights

### When driving in hilly terrain and hot climates

Under certain circumstances, there may be a risk of overheating when towing a trailer. If the electric motor and drive system overheat, a warning symbol comes on in the driver display and a message is displayed.

### Parking on a hill

1. Depress the brake pedal.
2. Activate the parking brake.
3. Release the brake pedal.

Block the wheels with chocks when parking a car with hitched trailer on a hill.

### Starting on a hill

1. Depress the brake pedal.
2. Select gear position D or R and accelerate.
  - > The parking brake releases and the symbol in the driver display extinguishes. The car can now be driven.

### Related information

- Trailer stability assist\* (p. 493)
- Checking trailer lights\* (p. 494)
- Towing weights and towball loads (p. 712)
- Extendable and retractable towbar\* (p. 486)
- Extendable and retractable towbar\* (p. 488)

## WARNING

Follow the specified trailer weight recommendations. The entire combination may otherwise be difficult to control under braking and during evasive manoeuvres.

## IMPORTANT

- Bumper-attached trailer hitches must not be used on Polestars, nor should safety chains be attached to the bumper.
- Trailer hitches attaching to the vehicle rear axle must not be used.
- Never connect a trailer's hydraulic brake system directly to the vehicle brake system, nor a trailer's lighting system directly to the vehicle lighting system. Contact Polestar Customer Support for correct installation.
- When towing a trailer, the trailer's safety chains or wire must be correctly fastened to the attachment points provided in the trailer hitch on the vehicle. The safety chain or wire must never be fastened to or wound around the towing ball.

## NOTE

- The optional detachable trailer hitch may not be available in all markets or on all models. Contact Polestar Customer Support.

# Trailer stability assist\*

## NOTE

- The specified maximum permitted trailer weights are those permitted by Polestar. National vehicle regulations may further restrict trailer weight and speed. The towbars can be certified for higher towing weights than the car is allowed to tow.

The function of trailer stability assist (TSA<sup>202</sup>), which is included in the stability system ESC<sup>203</sup>, is to stabilise cars towing trailers in situations where they begin snaking. The function is added during the installation of the towbar, contact Polestar Customer Support for more information.

### Reasons for snaking

The snaking phenomenon can occur with any car/trailer combination. Snaking normally occurs at high speeds. However, there is a risk of it occurring at lower speeds if the trailer is overloaded or the load is improperly distributed, e.g. too far back.

Triggering factors for snaking may, for example, include:

- Car with trailer subjected to a sudden and powerful side wind.
- Car with trailer drives on an uneven road surface or in a pothole.
- Sweeping steering wheel movements.

Once the car has begun to fishtail, it may be difficult or impossible to stop it doing so. This makes the vehicle combination difficult to control, with a risk of it ending up in the wrong lane or leaving the roadway.

### Trailer stability assist function

The trailer stability assist function continually monitors the car's movements, particularly lateral movements. If snaking is detected, the front wheels are individually braked. This serves to stabilise the car/trailer combination. This is often enough to help the driver regain control of the car.

If the car is not brought back under control despite the initial input from trailer stability assist, all wheels are used in tandem to brake the vehicle combination and the electric motor's drive is reduced. Once snaking has been gradually suppressed and the car/trailer combination

## Checking trailer lights\*

is stable once again, the system stops regulating and the driver once again has full control of the car.

Trailer stability assist may fail to intervene if the driver uses severe steering wheel movements to try to rectify the snaking because in such a situation the system cannot determine whether it is the trailer or the driver causing the snaking.



When Trailer Stability Assist (TSA) is operating, the ESC symbol flashes in the driver display.

### Related information

- Driving with a trailer (p. 491)
- Electronic stability control (p. 305)

### NOTE

- The stability function is deactivated if ESC is activated in the centre display.
- Retrofitting the towbar requires an update of the car's software, contact Polestar Customer Support.

When connecting a trailer – check that all lights on the trailer work before departure.

### Checking trailer lights\*


#### Automatic check

After connecting a trailer electrically, it is possible to ensure that the lights on the trailer are working by means of automatic light activation. This function helps the driver to check that the lights on the trailer are working prior to departure.

1. When a trailer is connected to the towbar, the message Perform a trailer lamp check? is shown in the driver display.
2. Confirm the message by pressing the right-hand steering wheel keypad's O button.
  - > The light check starts.
3. Get out of the car to check that the lights are working.
  - > All the lights on the trailer start flashing, then the lights come on one at a time.
4. Check visually to make sure that all the lights available on the trailer are working.
5. After a while, all the lights on the trailer will flash again.
  - > The check is complete.

#### Checking trailer lights

To change the settings for checking trailer lights:

1. Tap on  in the centre display.
2. Press More.
3. Select Exterior lights.
4. Change the preferred settings.



# Towbar-mounted bicycle rack\*

## Rear fog lamp on trailer

When a trailer is connected, the rear fog lamp may not be illuminated on the car. In this case, the rear fog lamp function is moved to the trailer. Therefore, in these cases, check when the rear fog lamp is activated that the trailer is equipped with rear fog lamp in order to drive the vehicle combination in a safe manner.

## Symbols and messages in the driver display

If one or more of the trailer's direction indicator or brake light bulbs is broken, the driver display shows a symbol and a message. Other lights on the trailer have to be checked manually by the driver prior to departure.

Symbol	Message
	Right trailer turn indicator malfunction Left trailer turn indicator malfunction
	Trailer brake light malfunction

If any of the direction indicator bulbs on the trailer is broken, the driver display symbol for the direction indicators also flashes more quickly than normal.

## Related information

- Driving with a trailer (p. 491)

Follow the specified recommendations for using a towbar-mounted bicycle rack.

Carefully follow the instructions enclosed with the bicycle rack.

- Bicycle rack including load must weigh a maximum of 75 kg (165 pounds).
- Rear Auto Brake should be deactivated before driving with a bicycle rack.

The car's driving characteristics are affected when a bicycle rack is fitted on the towbar. For example due to:

- increased weight
- reduced acceleration capacity
- reduced ground clearance
- changed braking capacity.

## Recommendations for loading bicycles on the bicycle rack

The larger the distance between the load's centre of gravity and the towball, the greater the load on the towbar.

Load according to the following recommendations:

- Fit the heaviest bicycle furthest in, closest to the car.
- Keep the load symmetrical and as close to the centre of the car as possible e.g. by loading the bicycles facing alternately if several bicycles are loaded.
- Remove loose objects from the bicycle for transportation, e.g. bicycle basket, battery, child seat. Partly to reduce the load on the towbar and bicycle rack, and partly to reduce the wind resistance, which affects range.
- Do not use protective covers on the bicycles. This may affect manoeuvring, impede visibility and increase energy consumption. It may also lead to an increased load on the towbar.

# Towing

## Related information

- Towbar\* (p. 485)

### WARNING

Incorrect use of the bicycle rack may result in damage to the towbar and car.

The bicycle rack may come loose from the towbar if it

- is mounted incorrectly on the towball.
- is overloaded, see the bicycle rack instructions for max. load weight
- is used for any purpose other than transporting bicycles.

It is only possible to tow the car up onto a recovery vehicle platform.

The car needs to be in towing mode to allow towing, this is set via the centre display.

## Towing types

Towing type is selected when towing mode is activated.

## Towing with assistance from a recovery vehicle

The car is hitched up onto a recovery truck which then recovers the car without any wheels rolling.

## Related information

- Activating and deactivating towing mode (p. 498)
- Fitting and removing the towing eye (p. 497)

### IMPORTANT

- Towing should only take place in active towing mode. If the mode is not active, the car may start charging and then there is a great risk that the car's systems will be damaged.
- It is not recommended to tow at speeds higher than 30 km/h (18 mph), even if local regulations allow it.

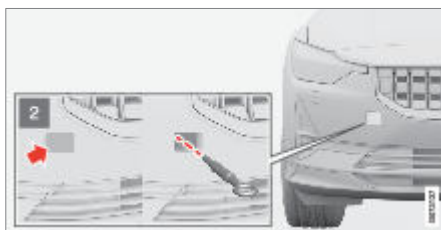
# Fitting and removing the towing eye

Use the towing eye when towing. The towing eye is screwed into a threaded socket behind a cover on the right-hand side of the bumper, front or rear.

## Fitting the towing eye



1. Take out the towing eye, which can be found in the foam block in the front cargo area.



- 2 Front: Remove the cover – push on the cover.
  - > The cover pivots around its centre line and can then be removed.



- 2 Rear: Remove the cover – use a coin, key or similar to prise out the cover.
  - > Fold out the cover entirely and take it off.

Screw in the towing eye until it reaches its end stop.

Screw the eye in firmly. For example, thread through the wheel bolt wrench and use it as a lever.

## Removing the towing eye

- Unscrew and remove the towing eye after use and return it to the foam block.
- Finish by refitting the cover onto the bumper.

## Related information

- Towing (p. 496)
- Activating and deactivating towing mode (p. 498)
- Opening and closing the bonnet (p. 651)
- Recovery (p. 499)
- Tool kit (p. 613)

## IMPORTANT

It is important that the towing eye is firmly screwed into place - right in until it stops.


# Activating and deactivating towing mode

## NOTE

If the car is equipped with a towbar, there is no rear mounting for a towing eye.

Towing mode is used when the car has to roll freely in order to pull it up onto a recovery vehicle's platform, for example.

### Activating towing mode

1. Tap on  in the centre display.
2. Press More.
3. Press Car status.
4. Press Service.
5. Select Tow Mode.
6. Follow the instructions in the screen.
  - > The car is now in towing mode and rolls freely.

### Deactivating towing mode

1. Make sure that the car is stationary.
2. Activate the parking brake.
  - > Towing mode is now terminated.

### Related information

- Towing (p. 496)
- Fitting and removing the towing eye (p. 497)

## IMPORTANT

It is not recommended to tow at speeds higher than 30 km/h (18 mph), even if local regulations allow it.



# Recovery

For recovery, the car is taken away with the help of another vehicle.

Call a recovery service for recovery assistance.

To recover, the car can be towed up onto a recovery vehicle platform if the car is in towing mode. Alternatively, the car can be lifted directly up onto a recovery vehicle platform.

## Related information

- Roadside assistance with Polestar Connect (p. 544)
- Towing (p. 496)
- Activating and deactivating towing mode (p. 498)
- Fitting and removing the towing eye (p. 497)

## WARNING

No one/nothing is allowed to remain behind the recovery vehicle while the car pulled up onto the flatbed platform.

## IMPORTANT

Note that the car must always be transported raised up with all the wheels on the recovery vehicle's platform.

# Traffic accident

If your car is involved in a traffic accident, activate the hazard warning flashers and move the car into a safer position if possible.

Call the emergency services or roadside assistance as necessary.

- Think about safety when exiting the car!
- Use a reflective vest and position the warning triangle so that other road users are warned.

## If you collide with a wild animal

Be careful, injured animals can feel trapped and then defend themselves.

Call the police to get help with humane killing if the animal is seriously injured, or move a dead animal away from the road so that it is not a danger to other road users.

In Sweden, a collision with one of the following wild animals must be reported to the police:

- bear
- wolf
- wolverine
- lynx
- elk
- deer
- roe deer
- otter
- wild boar
- mouflon sheep
- eagle.

The location of the collision must also be marked. Not reporting a collision is a criminal offence and is punishable by a fine. This also applies if the animal has not been injured.

There is special marking tape available for collisions with wild animals developed by the National Wildlife Accident Council. If marking tape is not available, use some other highly visible object to make the accident site visible and

# Important - Traffic accident

easy to find, whether the animal is still there or has fled.

When the police receive notification of a wildlife accident they contact the tracking organisation who hunt down the possibly injured animal.

## Related information

- Safety mode (p. 72)
- Emergency assistance with Polestar Connect (p. 543)
- Hazard warning flashers (p. 191)
- Warning triangle (p. 640)
- Recovery (p. 499)

Important information to read about road traffic accidents.

## Follow the instructions below

In the event of an accident

Rescue the injured

- Go to the hospital, no matter how minor the injury is. However, people with certain injuries should not be moved. If necessary, call an ambulance. (In case of contact with the police or emergency services, report the exact accident site or nearby landmarks, the condition of the injured and information about the accident.)

Exchange identification information with all parties involved, regardless of who is responsible

- Obtain names, addresses, workplaces, car registration numbers, names of insurance companies and insurance numbers and names of insured persons for other parties.

If possible, move the car to a safe place

- To prevent traffic jams and consequent accidents.

Check the circumstances surrounding the accident and take notes

- Check the speed, signals and location of the cars involved. Testimonies from eyewitnesses are also important. Make notes before they are forgotten.

Always contact the police

- Always report the accident to the police.

# Important - When stopping at a level crossing

Important information to read about stopping at a level crossing.

Push and move the car to a safe place if possible (move the selector lever to position N (neutral position))

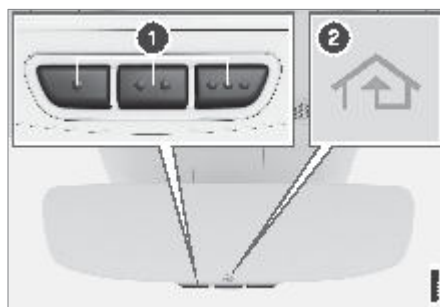
However, if you see a train coming, all passengers must seek safety immediately.

- All passengers must leave the car immediately and move to a safe place.
- If you cannot get away from the level crossing, press the emergency button at the crossing. If there is no emergency button, use emergency signalling equipment, a torch, red cloth or similar to signal to the train from a safe place.

# HomeLink® \*

HomeLink®<sup>204</sup> is a programmable remote control integrated into the car's electrical system.

It can control up to three different devices remotely, e.g. a garage door opener or alarm system, and hence replace the remote controls for these.



- ① Programmable buttons
- ② Indicator lamp

HomeLink® is built into the interior rearview mirror and consists of three programmable buttons and one indicator lamp in the mirror glass.

## More information

Visit [homelink.com](http://homelink.com) or call 00 8000 466 354 65 (or premium charge number +49 6838 907 277)<sup>205</sup>.

Visit [homelink.com](http://homelink.com) or call 1-800-355-3515.

## Related information

- Using HomeLink®\* (p. 504)
- Programming HomeLink®\* (p. 502)
- Type approval for HomeLink®\* (p. 505)

<sup>204</sup> HomeLink and the HomeLink house symbol are registered trademarks of Gentex Corporation.

<sup>205</sup> Note that the toll-free number may not be available depending on operator.

# Programming HomeLink<sup>®</sup> \*

## NOTE

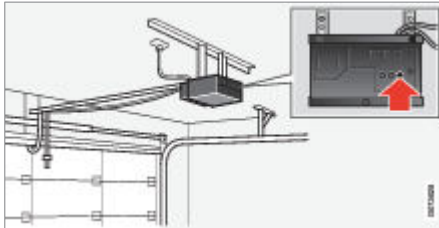
Save the original remote controls for future reprogramming (e.g. when changing to another car or for use in another vehicle).

It is also recommended that the programming for the buttons is deleted when the car is sold.

Program HomeLink<sup>®</sup>, reset programming or reprogram individual buttons.

### Programming HomeLink<sup>®</sup>

1. Aim the remote control towards the HomeLink<sup>®</sup> button to be programmed and hold it approx. 2-8 cm (approx. 1-3 inches) from the button. Do not obstruct the indicator lamp on HomeLink<sup>®</sup>.
2. Press and hold depressed both the button on the remote control and the button to be reprogrammed on HomeLink<sup>®</sup>.
3. Do not release the buttons until the indicator lamp has switched from flashing slowly (approx. once per second) to either flashing quickly (approx. 10 times per second) or illuminating with a constant glow.
  - > If the indicator lamp illuminates with a constant glow: Programming is finished.  
Press the programmed button twice to activate.  
If the indicator lamp flashes quickly: The device to be programmed to HomeLink<sup>®</sup> may have a security function that requires extra steps.  
Test by pressing the programmed button twice to see whether the programming is working. Otherwise, continue with the following steps.



4. Locate programming button<sup>206</sup> on the receiver for the garage door or similar. It is normally located close to the antenna's bracket on the receiver.
5. Depress and release the receiver's programming button once.  
The programming must be completed within 30 seconds of the button being depressed.
6. Press and release the button on HomeLink<sup>®</sup> that you want to program. Repeat the sequence of pressing/holding/releasing a second time and, depending on the receiver model, even a third time.
  - > Programming is finished.

#### Reprogramming individual buttons

1. Press the desired button and hold it depressed for approx. 20 seconds.
2. Once the indicator lamp on HomeLink<sup>®</sup> starts to flash slowly, programming can continue as normal.

#### Resetting the HomeLink<sup>®</sup> buttons

It is only possible to reset all HomeLink<sup>®</sup> buttons at the same time. Individual buttons can only be reprogrammed.

- Press and hold depressed the outer buttons on HomeLink<sup>®</sup> for approx. 10 seconds.
  - > When the indicator lamp changes over from a constant glow to starting to flash, the buttons are reset and ready to be reprogrammed.

#### Problems with programming

Visit [homelink.com](http://homelink.com) or call 00 8000 466 354 65 (or premium charge number +49 6838 907 277)<sup>207</sup>.

Visit [homelink.com](http://homelink.com) or call 1-800-355-3515.

#### Related information

- Using HomeLink<sup>®\*</sup> (p. 504)
- HomeLink<sup>®\*</sup> (p. 501)
- Type approval for HomeLink<sup>®\*</sup> (p. 505)

### WARNING

While programming HomeLink<sup>®</sup>, the garage door or gate being programmed may activate. For this reason, make sure that nobody is in the vicinity of the door or gate while programming is in progress. The car should be outside the garage while a garage door opener is being programmed.

### NOTE

- The ability of some remote controls to program HomeLink<sup>®</sup> is improved at a distance of approx. 15–20 cm (approx. 6–12 inches).

<sup>206</sup> Button designation and colour varies between manufacturers.

<sup>207</sup> Note that the toll-free number may not be available depending on operator.

# Using HomeLink<sup>®</sup> \*

## NOTE

- If the button to be reprogrammed is not programmed with a new unit, it will resume the previously saved programming.

Use HomeLink<sup>®</sup> instead of the separate remote controls such as for the garage door or the alarm system.

1. Depress the programmed button.
2. The garage door, gate, alarm system or similar is activated (may take a few seconds).
3. The indicator lamp illuminates or flashes when the button has been depressed.

If the button is depressed for more than 20 seconds, the reprogramming is started.

The original remote controls can still be used in parallel with HomeLink<sup>®</sup>.

## Related information

- HomeLink<sup>®</sup>\* (p. 501)
- Programming HomeLink<sup>®</sup>\* (p. 502)
- Type approval for HomeLink<sup>®</sup>\* (p. 505)

# Type approval for HomeLink<sup>®</sup> \*

## WARNING

- If HomeLink<sup>®</sup> is used to control a garage door or gate, ensure that nobody is near the door or gate while it is in motion.
- Do not use HomeLink<sup>®</sup> for any garage door that does not have safety stop and safety reverse.
- Do not use HomeLink<sup>®</sup> with any garage door opener that lacks safety stop and reverse features as required by U.S. federal safety standards (this includes any garage door opener model manufactured before April 1, 1982). A garage door that cannot detect an object – signaling the door to stop and reverse – does not meet current U.S. federal safety standards. For more information, contact HomeLink at: [homelink.com](http://homelink.com).

The type approval for HomeLink<sup>®</sup> can be read below.

## NOTE

HomeLink<sup>®</sup> cannot be used if the car is locked and the alarm is armed from the outside.

HomeLink<sup>®</sup> cannot be used if the car is locked from the outside.

Country/ Area	Type approval
USA and Canada	This device complies with FCC rules part 15 and Industry Canada RSS-210. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference that may be received including interference that may cause undesired operation.
Europe	<p>Gentex Corporation hereby declares that HomeLink<sup>®</sup> Model UAHL5 complies with the Radio equipment directive 2014/53/EU.</p> <p>Wavelength within which the radio equipment functions:</p> <ul style="list-style-type: none"> <li>• 433.05MHz-434.79MHz &lt;10mW E.R.P.</li> <li>• 868.00MHz-868.60MHz &lt;25mW E.R.P.</li> <li>• 868.70MHz-868.20MHz &lt;25mW E.R.P.</li> <li>• 869.40MHz-869.65MHz &lt;25mW E.R.P.</li> <li>• 869.70MHz-870.00MHz &lt;25mW E.R.P.</li> </ul> <p>Certificate holder address: Gentex Corporation, 600 North Centennial Street, Zeeland MI 49464, USA</p>

For more information see [polestar.com/manual](http://polestar.com/manual)

#### Related information

- HomeLink<sup>®</sup>\* (p. 501)

## WARNING

The transmitter has been tested and complies with FCC and IC rules. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the device.<sup>208</sup>

<sup>208</sup> The term "IC:" before the certification/registration number only signifies that Industry Canada technical specifications were met.



# Electronic Toll Collection\*

ETC (Electronic Toll Collection) is a payment system for road tolls.

When the car passes a toll station, a signal is sent to the transponder that sends back an identification number.

## Installation



*ETC transponder*

Make sure that your phone has Bluetooth 4.2 (BLE4.2) or later.

1. Set the car in Comfort usage mode.
2. Press the transponder's Bluetooth button twice within one second to start Bluetooth.
  - > A green light should now flash.
3. Activate Bluetooth on the phone.
4. Start the app, applet, or the official account from your service provider.
  - > A green light should illuminate in the transponder once it is connected with the phone.
5. Complete the registration, agreement, and activation in your service provider's app or applet.
  - > Installation complete.

## Troubleshooting and action

Message	Specification	Action
Three short beeps. Red lamp illuminates.	Possible abnormal transaction.	If the message recurs, you are recommended to contact the expressways operator. If the problem persists, contact Polestar Customer Support.
One long beep. Red lamp illuminates.	Self-test unsuccessful.	Tap once on the Bluetooth button to reset. If the problem persists, contact Polestar Customer Support.

## Software updates

The transponder's software does not need to be updated.

## Related information

- Usage modes (p. 450)

## IMPORTANT

Do not attach metal film or other metal objects to the windscreen in front of the transponder as this may have a negative effect on signal quality.



## Section 13

—

## Audio and media

# Audio and media

The car's audio system takes account of, for example, the position of the listener and the speed of the car. The centre display provides access to radio\* and music apps, and additional third-party apps in music and media can be downloaded via Google Play.

The car's audio system takes account of, for example, the position of the listener and the speed of the car. The centre display provides access to radio\* and music apps, and additional third-party apps in music and media can be downloaded via Huawei App Gallery.

The car's audio system takes account of, for example, the position of the listener and the speed of the car. The centre display provides access to radio\* and music apps.

Connect a phone or other device via Bluetooth. Choose whether you want it as a media device to play back music and/or as a phone device to, for example, make calls and show contacts.

- Bluetooth Media Player (p. 520)
- Sound settings (p. 511)
- Apps (p. 511)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)
- Driver distraction (p. 34)



*Overview of audio and media*

Control the functions with your voice, steering wheel keypad or the centre display.

Use the USB ports to charge devices.

## Related information

- Connecting a phone to the car (p. 523)
- Radio\* (p. 516)



# Sound settings

Sound reproduction quality is preset, but can be adjusted as well.

## Volume

The volume is normally adjusted with the volume control below the centre display or with the right-hand steering wheel keypad. This applies, for example, during playback of music, radio\*, ongoing phone calls and active traffic messages.

When adjusting the volume, an expandable menu opens in the centre display. The volume for incoming calls, notifications and media player, for example, can be changed here.

For more sound settings, go to the app view , settings  and tap on Sound.

## Sound reproduction

The sound system is pre-calibrated by means of digital signal processing. This calibration takes into account speakers, amplifiers, passenger compartment acoustics, listener position, etc. There is also dynamic calibration that takes into account the position of the volume control and the speed of the car.


## Related information

- Audio and media (p. 510)

# Apps

The app view provides access to the car's pre-installed and downloaded apps.

The app view provides access to the car's pre-installed apps.

Tap on the app view icon  at the top of the centre display to access the app view and start the radio\*, navigation system and phone<sup>209</sup>, for example.

Some basic apps are always available. More apps such as web radio and music services can be downloaded when the car is connected to the Internet.

Certain apps are only available for use if the car is connected to the Internet.

All the apps used should be updated to the latest version. This gives access to the latest updates and functions.

## Related information

- Audio and media (p. 510)
- Downloading apps (p. 512)
- Approval of terms and conditions and data collection (p. 26)
- Deleting apps (p. 513)
- Troubleshooting apps (p. 513)
- Moving apps in centre display (p. 158)
- Storage space on hard disk (p. 537)
- Centre display's views (p. 154)
- Switching off the car (p. 449)

# Downloading apps

New apps can be downloaded and installed when the car is connected to the Internet.




Google Play offers a range of different apps suitable for use in the car.



Huawei offers a range of different apps suitable for use in the car.

The car must be stationary in order to download apps, that is, it must be in the Comfort usage mode.

1. Open app view .
2. Press Huawei AppGallery.
3. Press Google Play.
  - > A Google account must be linked to the current user profile in order for Google Play to open.
4. Search for the app<sup>210</sup> you want, then select it.
5. Press Install.
6. Follow the on-screen instructions to complete the installation.

## Related information


- Apps (p. 511)
- Usage modes (p. 450)
- Link account to user profile (p. 167)
- Deleting apps (p. 513)
- Troubleshooting apps (p. 513)
- Getting started with Google services (p. 35)
- Storage space on hard disk (p. 537)

## NOTE

The app sometimes needs to access various things, such as your address book or positioning data, so that it can work as intended. In this case, you will be asked to approve this.

# Deleting apps

It is possible to remove installed apps<sup>211</sup>.

1. Open app view .
2. Tap on and hold down the app to be deleted so that a wastepaper basket is displayed at the bottom.
3. Drag the app to the wastepaper basket, then release it.
4. Confirm the deletion.

## Related information

- Apps (p. 511)
- Downloading apps (p. 512)
- Troubleshooting apps (p. 513)

# Troubleshooting apps

If an app does not work as expected, there are a number of things to test/check.

## Apps shut down

If an app shuts down unexpectedly, try the following:


- reopen the app
- check if an update of the app is available
- restart the system (switch off the car, wait a few seconds and start it again)
- uninstall and reinstall the app
- clear the app's cache memory<sup>212</sup>.

## Updates

To access the latest functionality for the apps, as well as bug fixes, it is a good idea to make sure that the apps are updated.

You can see which apps are installed via Google Play as well as whether there are updates available.

## Consent

If an app does not work as expected, it may be because the required consent has not been given. For example, permission is required to use the microphone in order for voice control to work. Check the settings for the apps under .

If the fault persists, contact Polestar Customer Support.

## Related information

- Apps (p. 511)
- Downloading apps (p. 512)
- Deleting apps (p. 513)

<sup>211</sup> Apps that are supplied with the car, known as basic apps, cannot be deleted.

<sup>212</sup> You do this in System settings

# FLO media app

The FLO app can be used to listen to music when the car is connected to the Internet.



The FLO media player is pre-installed in the car and can be used to listen to music. To use FLO requires both an Internet connection and a FLO account. An account cannot be created through the in-car app but can be easily created via FLO's phone app or website.

## Related information

- Using the FLO media app (p. 514)
- Updating the FLO media app (p. 515)
- Audio and media (p. 510)

# Using the FLO media app

The FLO app provides access to a range of different functions and settings.

## Getting started with FLO



Tap on the FLO app in the app view or the home view<sup>213</sup> to start it. It is also possible to use the car's voice control to control the FLO app.

## Functions

The FLO app includes a range of functions

- browse through personal playlists, new tracks, top lists and your library
- free text searching
- play/pause/resume music
- log in with OTP<sup>214</sup> or with T ID
- add tracks to a favourites list.

## Sound quality

It is possible set audio quality preferences in the app

- 128 kbps or
- 320 kbps

## Logging in with OTP<sup>214</sup>

To use one-time login, first log in to the FLO app on your mobile phone and then follow the instructions in the login menu in the car's FLO app.

## Deleting user information

To delete user information, logout from the FLO app via the Settings menu. The information is also deleted during a factory reset.

If FLO does not operate as expected, check the Internet connection.

<sup>213</sup> If FLO is among the most recently used apps.

<sup>214</sup> One-time password



# Updating the FLO media app

## Related information

- FLO media app (p. 514)
- Updating the FLO media app (p. 515)
- Audio and media (p. 510)

## NOTE

None of the information used in the FLO app is saved in the car, except for the data required to make the app work. Passwords are never saved and if you logout of the app you have to log in again.

It is recommended to update the FLO app when updates are available.

Making sure that the FLO app is always updated to the latest version ensures access to the latest functions. The car needs to be connected to the Internet in order receive updates to the app. A notification in the centre display will show when an updated version of the app is available. In some cases, the app may ask for approval in order to update to the latest version. Follow the instructions on screen to in order update.

## Related information

- FLO media app (p. 514)
- Using the FLO media app (p. 514)
- Audio and media (p. 510)

# Radio\*

It is possible to listen to both FM and DAB channels.

It is possible to listen to FM channels.



The radio can be operated via the centre display, the steering wheel keypad or voice control.



More radio apps can be downloaded from Huawei App Gallery.



More radio apps can be downloaded from Google Play.

## Radio messages<sup>215</sup>

Different types of radio messages, e.g. traffic news and societally important information, can be set under settings in the radio app.

## Related information

- Starting the radio\* (p. 517)
- Setting radio favourites\* (p. 517)
- RDS radio\* (p. 518)
- RBDS\* (p. 518)
- SiriusXM® Satellite radio\* (p. 519)

## Linking between DAB and FM

The function makes it possible to change from an FM or DAB channel with poor or no reception to the same channel in another channel group (ensemble) with better reception, within DAB and/or between DAB and FM. DAB to DAB, DAB to FM and FM to DAB are all supported. Linking can be activated under Settings in the radio app.

## Sorting

When DAB/FM linking is activated, the channel list only contains channels with good reception, and duplicates with poorer reception are removed, irrespective of whether it is an FM or DAB broadcast. When DAB/FM linking is not activated, the DAB channels are at the top in alphabetical order, followed by the FM channels sorted by frequency.

## Quick commands


When the app is used, it can also be controlled via quick commands in the home view.

## Starting the radio\*

The radio app can be started via the centre display or with voice control.

### Starting from the centre display



1. Start the radio app from the home view<sup>216</sup> or app view .
2. Select the preferred radio channel from the list of available radio channels, or from your favourites.

### Starting with voice control

It is also possible to start FM radio using voice control by stating a frequency<sup>217</sup>.

### Related information


- Radio\* (p. 516)
- Setting radio favourites\* (p. 517)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

## Setting radio favourites\*

It is possible to add a radio channel to the list of radio favourites that are shown as a separate tab in the radio app.

### Radio Favourites

To save radio channels to your list of favourites, proceed as follows:

1. Open the radio app from the home view or app view.
2. Tap on the star  next to the radio channel that you want to add to your list of radio favourites. The star is then filled in orange to confirm the selection.
  - > The radio channel is added to your list of favourites.

DAB channels sort into alphabetical order from the top, followed by the FM channels sorted by frequency.

To delete a radio channel from your list of favourites, tap on the star again. The orange fill disappears to confirm that the radio channel has been deleted from the list of favourites.

It is also possible to select and deselect favourites via the Now playing view which is accessed by expanding the Now playing field to full screen mode.

### Related information

- Radio\* (p. 516)
- Starting the radio\* (p. 517)

<sup>216</sup> The app can be accessed from the home view if it is one of the last apps used.

<sup>217</sup> Using voice control, only FM frequencies can be stated, not names of radio channels.

## RDS radio\*

RDS (Radio Data System) means that the radio automatically changes to the strongest transmitter. RDS provides the ability to receive e.g. traffic information and to search for certain programme types.

RDS links FM transmitters into a network. An FM transmitter in such a network sends information that gives an RDS radio the following functions:

- Switch automatically to a stronger transmitter if reception in the area is poor.
- Search for programme category, e.g. programme types or traffic information.
- Receive text information on current radio programme.

When broadcasting news or traffic messages, the radio can switch stations, interrupting the audio source currently in use. The radio returns to the previous audio source and volume when the set programme type is no longer broadcast.

### Related information

- Radio\* (p. 516)

### NOTE

Some radio stations do not use RDS or only selected parts of its functionality.

## RBDS\*

RBDS radio

RBDS (Radio Broadcast Data System) activates certain functions<sup>218</sup>, such as:

- Searches for program types or new broadcasts
- Text information on the programs currently being broadcast

### Related information

- Radio\* (p. 516)

# SiriusXM<sup>®</sup> Satellite radio\*

The SiriusXM<sup>®</sup> satellite system broadcasts from a number of highly positioned satellites in the geostationary orbit.

## Starting SiriusXM

The SiriusXM app can be started via the centre display or using voice control.

Via the centre display:



1. Start the SiriusXM app from the home view<sup>219</sup> or the app view.
2. Select the desired channel from the list of available channels, favourites, or categories.

If no subscription is activated, press on channel 0 that shows your radio ID. In the Now playing view, you will be prompted on the screen to call SiriusXM in order to activate the subscription you want. You can also find the radio ID on the settings page for SiriusXM, which also contains information on subscription status.

Once the subscription has been activated, you can choose to listen to a desired channel in the SiriusXM app.

## Related information

- Using SiriusXM<sup>®</sup> Satellite radio\* (p. 519)
- Radio\* (p. 516)
- Audio and media (p. 510)


# Using SiriusXM<sup>®</sup> Satellite radio\*

SiriusXM offers several functions for finding and listening to music, news, sporting events, etc. that are broadcast via satellite radio stations.

## Setting favourites

It is possible to add a SiriusXM channel to the list of favourites that are shown as a separate tab in the SiriusXM app.

To save channels to your list of favourites, proceed as follows:

1. Open the SiriusXM app from the home view or the app view.
2. Tap on the star  next to the channel that you want to add to your list of favourites. The star is then filled in orange to confirm the selection.
  - > The channel is added to your list of favourites.

The channels fall into numerical order.

To delete a channel from your list of favourites, tap on the star again. The orange fill disappears to confirm that the channel has been deleted from the list of favourites.

It is also possible to select and deselect favourites via the Now playing view which is accessed by expanding the Now playing field to full screen mode.

## Functions in SiriusXM<sup>®</sup> satellite radio

### Search

If you tap on the magnifying glass, a search view is shown where you can enter figures using the centre display keyboard and search for a station number.

### Settings

If you tap on the gear wheel, settings for SiriusXM are shown. This includes information about your subscription, radio ID, and settings to

<sup>219</sup> The app can be accessed from the home view if it is one of the last apps used.

# Bluetooth Media Player

hide or show channels in the channel list that you no longer subscribe to.

## Channels

Tap on the channel tab for a full list of the channels included in your subscription. Press on a channel name to listen. If the subscription to a channel has expired, the name is shown on the screen in grey. If you want quick access to a channel you listen to often, press on the start to the right of the channel name. It is then added to your favourites list.

## Favourites

Tap on the favourites tab to show the channels you have added to this list. Tap on a channel to listen.

## Categories


Tap on the category tab to view the available categories. Tap on a category to view the name of the channels it contains. Then tap on a channel you want to listen to.

## Related information

- SiriusXM® Satellite radio\* (p. 519)
- Radio\* (p. 516)
- Audio and media (p. 510)

If a phone or other device is connected to the car via Bluetooth, media from the devices can be played back in Bluetooth Media Player.



Start the Bluetooth Media Player app from the home view or the app view . When the app is used, it can also be controlled via quick commands in the home view.

Other third party apps for media playback can also be downloaded to the car.

## Starting the Bluetooth Media Player via voice control

You can also control the media player using voice control.

## Related information

- Connecting a phone to the car (p. 523)
- Media playback (p. 521)
- Downloading apps (p. 512)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

# Media playback

Regardless of the media app used, a Now playing field is shown in the centre display.

Among other things, it is possible to pause and change track in the Now playing field. Additional settings are possible if the Now playing field is expanded to full screen mode.

## Open the Now Playing view

Tap on the arrow in the Now Playing field to expand the field to the Now Playing view. This view gives access to more settings, which may vary depending on the type of app being used. Minimise the Now playing view by tapping on the arrow again.

## Related information

- Bluetooth Media Player (p. 520)
- Downloading apps (p. 512)

# Apple® CarPlay®\*



CarPlay<sup>220</sup> gives you the option to listen to music, make phone calls, get directions, send/receive messages and use Siri<sup>®</sup>, all while you stay focused on your driving.

CarPlay works with selected iPhone<sup>®221</sup> models. If the car does not already support CarPlay there is the option to install it retroactively. Contact Polestar Customer Support for assistance.

Information about which apps are supported and which iPhone models are compatible is available on Apple's website: [www.apple.com/ios/carplay/](http://www.apple.com/ios/carplay/). Please note that Polestar does not accept responsibility for the content of CarPlay.

When using map navigation via CarPlay no guidance is shown in the driver display, but only in the centre display.

When navigation is started through Apple CarPlay, ongoing native turn-by-turn route guidance will be ended.

The CarPlay apps can be controlled via the centre display, your iPhone, or by using the steering wheel's right-hand keypad. The apps can be voice-controlled using Siri. A long press on the steering wheel button  starts voice control using Siri and a short press activates the car's own voice control. If Siri breaks off too early, hold down the steering wheel button .

## Related information

- Using Apple<sup>®</sup> CarPlay<sup>®\*</sup> (p. 522)
- Tips for using Apple<sup>®</sup> CarPlay<sup>®\*</sup> (p. 522)

220 Availability may vary depending on market.

221 Apple, CarPlay, iPhone and Siri are registered trademarks owned by Apple Inc.

# Using Apple® CarPlay® \*

To use CarPlay<sup>222</sup>, Siri® voice control must be activated on your iPhone®<sup>223</sup>. The device also needs an Internet connection for all functions to work.

## Connect an iPhone and start CarPlay

1. Connect an iPhone that supports CarPlay to the USB port with a white frame<sup>224</sup>. If CarPlay has been used from the phone previously then CarPlay is opened automatically.
2. If it is the first time that the phone is connected, read and accept the conditions for connection.
  - > CarPlay opens and compatible apps are shown.
3. Tap on the desired app.
  - > The app starts.

CarPlay runs in the background if another app is started. To show CarPlay again – tap on the CarPlay app in the app view.

## Related information

- Apple® CarPlay®\* (p. 521)
- Tips for using Apple® CarPlay®\* (p. 522)

## NOTE

CarPlay can only be used if Bluetooth is deactivated in the car. A phone or media player connected to the car via Bluetooth will therefore not be available when CarPlay is active.

# Tips for using Apple® CarPlay® \*

Here are some useful tips for using CarPlay®<sup>225</sup>.

- Update your iPhone®<sup>226</sup> with the latest version of the iOS operating system and ensure that the apps have been updated.
- In the event of a problem with CarPlay, disconnect your iPhone from the USB port and reconnect. Otherwise, try to close the app on the device that is not working and then restart the app, or try closing all apps and restart your device.
- Using Siri® it is possible to write/dictate and read out messages. Messages are read out and dictated in the language selected in the settings for Siri. When messages are written/dictated, no text will be shown in the centre display, the text will be shown on your iPhone instead.
- If the device is connected to the car via Bluetooth, the connection will be interrupted when CarPlay is used.
- CarPlay only works with iPhone.

## Related information

- Apple® CarPlay®\* (p. 521)
- Using Apple® CarPlay®\* (p. 522)

## NOTE

Availability and functionality may vary depending on market.

<sup>222</sup> Availability may vary depending on market.

<sup>223</sup> Apple, CarPlay, iPhone and Siri are registered trademarks owned by Apple Inc.

<sup>224</sup> A USB-C to lightning cable is required.

<sup>225</sup> Availability may vary depending on market.

<sup>226</sup> Apple, CarPlay, iPhone and Siri are registered trademarks owned by Apple Inc.



# Phone

A phone with Bluetooth can be connected wirelessly to the car.

When a phone has been connected and linked to the car as a phone device, it can be used to make calls, send/receive messages, and play back media wirelessly.

The phone is operated from the centre display, but also partly via voice control.

## Related information




- Audio and media (p. 510)
- Connecting a phone to the car (p. 523)
- Managing phone calls (p. 526)
- Managing contacts (p. 528)
- Managing text messages (p. 527)
- Disconnecting a Bluetooth-connected phone (p. 524)
- Switch between Bluetooth-connected phones (p. 525)
- Removing devices connected to Bluetooth (p. 525)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)
- Sound settings (p. 511)

# Connecting a phone to the car

Connect a phone to the car with Bluetooth to make calls, send and receive messages and play back media, for example.

## Search phone from car

Activate Bluetooth in the phone and check in the settings that the phone is visible for other devices.

1. If a phone is not already connected, tap on . Otherwise go to app view , settings  and tap on Bluetooth. If the phone is not already listed<sup>227</sup>, select Pair new device.
  - > Available Bluetooth devices are listed. The list is updated as new devices are detected.
2. Tap on the name of the phone to be connected.
3. Check that the numerical code shown in the car matches the code in the phone and, if so, confirm.
4. On the phone, choose to accept or reject any options for phone contacts and messages.
  - > The phone is connected for both media and telephony as standard<sup>228</sup>.
5. Press Done.

## Related information

- Phone (p. 523)
- Disconnecting a Bluetooth-connected phone (p. 524)
- Switch between Bluetooth-connected phones (p. 525)
- Removing devices connected to Bluetooth (p. 525)

<sup>227</sup> The phones that have previously been connected are directly visible under Bluetooth and can then be selected there.

<sup>228</sup> If the phone is connected as both telephony and media device, it will later be possible to switch between telephony and media, such as if a passenger wants to use a phone as media device to play back music.

## Disconnecting a Bluetooth-connected phone

### NOTE

- The message function must be activated in certain phones.
- If contacts and messages are not shown in the car despite activation of the function, disconnect the phone and then reconnect it.
- Not all phones are fully compatible and may therefore not show contacts and messages in the car.
- If the phone's operating system is being updated, it is possible that the connection will be interrupted. Delete the phone from the car and reconnect.

It is possible to disconnect a phone connected to Bluetooth, and it will then no longer be connected to the car.

- When the phone is out of range of the car it is automatically disconnected. If disconnection occurs during an active call, then the call will be continued on the phone.
- It is also possible to disconnect the phone by manually deactivating Bluetooth.

### Disconnect via the centre display

1. Open app view .
2. Tap on settings  in the bottom of the display.
3. Press Bluetooth.
4. Tap on the row with the phone's name to disconnect both telephony and media.
  - > The phone is no longer connected to the car.


It is also possible to select whether the phone should be connected as only phone or media device by tapping on the respective icon.

### Related information



- Phone (p. 523)
- Connecting a phone to the car (p. 523)
- Switch between Bluetooth-connected phones (p. 525)
- Removing devices connected to Bluetooth (p. 525)

# Switch between Bluetooth-connected phones

It is possible to switch between a number of Bluetooth-connected phones.

You can do this by opening the phone app and pressing .

It is also possible to switch between phones as follows:



1. Open app view .
2. Tap on settings  at the bottom of the display.
3. Under Bluetooth, tap on the name of the phone to be connected.
4. Select whether it should be used for both telephony and media.

## Related information

- Phone (p. 523)
- Connecting a phone to the car (p. 523)
- Disconnecting a Bluetooth-connected phone (p. 524)
- Removing devices connected to Bluetooth (p. 525)

# Removing devices connected to Bluetooth

It is possible to remove phones from the list of registered Bluetooth devices, for example.

1. Open app view .
2. Tap on settings  in the bottom of the display.
3. Press Bluetooth.
4. Tap on the arrow after the phone's name.
5. Press Forget device.
  - > The phone is no longer registered to the car.



## Related information

- Phone (p. 523)
- Connecting a phone to the car (p. 523)
- Disconnecting a Bluetooth-connected phone (p. 524)
- Switch between Bluetooth-connected phones (p. 525)

# Managing phone calls

It is possible to make and receive calls when the phone is connected to the car via Bluetooth. The phone must be connected as phone device.


## Making a call from the phone app

1. Open the phone app from the home view or app view .
2. Choose a contact from Recents or Contacts. Alternatively, enter a telephone number using the keypad.
3. Tap on the contact to make a call.
4. Tap on End call or  to end the call.

You can also make calls using voice control.

## Receiving a call

Incoming phone calls are shown and managed via the centre display.

1. Tap on Answer/Decline.
2. Tap on  to end the call.

## Receiving a new call during a current call



If a new call comes in during a current call, the new call can be answered via the centre display. The original call is parked when the new call is answered.

Switch between the calls by tapping on the symbols that represent them.

## Missed calls

Missed calls are shown in the home view where it is also possible to call back. Missed calls are also shown in the notification view at the top of the centre display.

## Switching off the microphone

Tap on Mute to switch off the microphone. The person on the call will not hear what is being said in the car.

## Toggling between car and phone speakers

Tap on CarPhone to toggle the sound between the speakers in the car and the phone speaker.

## Using the keypad during a current call



If the keypad needs to be used during a current call, it can be opened by tapping on its symbol in the centre display. To exit the keypad view and return to call view, tap on the same symbol again.

## Related information

- Phone (p. 523)
- Connecting a phone to the car (p. 523)
- Managing contacts (p. 528)
- Managing text messages (p. 527)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)
- Sound settings (p. 511)

# Managing text messages

It is possible to receive and send text messages, in the form of SMS, when the phone is connected to the car.

- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

To be able to manage text messages in the car, the phone must be connected via Bluetooth<sup>229</sup> as phone device and the user must have approved in the phone's Bluetooth settings that notifications should be shown.

## Sending text messages

You can dictate a new message by asking the voice control system to send a message to a named contact or a phone number.

## Receiving text messages

When the phone is connected to the car, a notification is shown at the top of the centre display when a new text message is received. Choose whether to play back the message by tapping on the screen or using voice control.

It is also possible to choose to mute the conversation. In which case, no more notifications for the conversation are shown while driving.

## Replying to text messages

When a text message has been read out, it is possible to dictate a reply<sup>230</sup>. Follow the instructions given by the voice control system.

## Text messages are not shown

If new text messages are shown on the phone but not in the centre display, try disconnecting and reconnecting the phone.

## Related information

- Phone (p. 523)
- Connecting a phone to the car (p. 523)
- Voice control with NUGU auto Assistant (p. 170)

<sup>229</sup> Text messages can only be managed in the car if the phone is compatible.

<sup>230</sup> Only applies to phones with Android or iOS 13 or later.

## Managing contacts

When a phone is connected to the car, contacts can be managed directly in the centre display.

When a phone is connected to the car using Bluetooth and is selected as phone device, contacts are shown in the phone app under their own tab.

Before the contacts are shown in the car, sharing of contacts must be accepted in the phone.

Browse through your contacts by swiping up or down.

It is possible to show the phone's favourites in the car.<sup>231</sup>

### The contacts are not shown

It may take a while before the contacts are loaded. If they are still not shown after a while, try disconnecting and reconnecting the phone.

Also check that contact sharing is approved in the phone.

1. Open the phone's list of Bluetooth connected devices.
2. On the row for connection to the car, press the settings symbol.
3. Check that contact sharing is enabled.

### Related information

- Phone (p. 523)
- Connecting a phone to the car (p. 523)

## NOTE

Not all phones are fully compatible with the car. In such cases, contacts cannot be displayed in the car.

## Wireless phone charger\*

Under the centre display is a charging pad for wireless phone charging.



To charge your phone, it must support wireless charging (Qi). Phones that are not equipped with wireless charge receivers can often be supplemented with a case that makes wireless charging possible.

### Related information

- Phone (p. 523)
- Using a wireless telephone charger\* (p. 529)
- Wireless charger\* certificate (p. 530)

## WARNING


Wireless charging can affect the operation of an implanted pacemaker or other medical devices. If you have one, it is recommended to consult with your doctor before using the wireless charging system.

# Using a wireless telephone charger\*

It is possible to charge a phone on the rubber pad under the centre display without having to use a phone cable.



*Wireless phone charger in front of gear lever*

- Remove all other objects from the charging pad and place the phone in the middle of it.
  - > Phone charging is started and the  symbol is shown in the centre display.

## If the phone does not charge

- Check that the charging pad is clear of other objects.
- Check that the phone supports wireless charging (Qi).
- Remove any case from the phone.
- Lift the phone and place it back in the middle of the charging pad.
- Check that the phone has not slid off the charging pad while driving.
- If battery temperature becomes too high during charging, the charging function is deactivated.
- If any of the doors are opened, charging is interrupted for several seconds.

If objects prevent charging on the charging plate, a message is shown in the centre display.

## Related information

- Phone (p. 523)
- Wireless phone charger\* (p. 528)
- Wireless charger\* certificate (p. 530)

## WARNING

Wireless charging can affect the operation of an implanted pacemaker or other medical devices. If you have one, it is recommended to consult with your doctor before using the wireless charging system.

## IMPORTANT

- Avoid storing cards with Near Field Communication (NFC), such as debit cards for contactless payment, together with the phone. This type of card can be destroyed when charging is in progress.
- Keep your phone and charging pad away from other objects while charging in order to prevent overheating.

## NOTE

Some phones may get hot during wireless charging. This is normal.

# Wireless charger\* certificate

For information on certificates for radio frequency, go to polestar.com.

Country/ Area	
China:	<p>(一) 符合“微功率短距离无线电发射设备目录和技术要求”的具体条款和使用场景，采用的天线类型和性能，控制、调整及开关等使用方法；</p> <p>(二) 不得擅自改变使用场景或使用条件、扩大发射频率范围、加大发射功率（包括额外加装射频功率放大器），不得擅自更改发射天线；</p> <p>(三) 不得对其他合法的无线电台（站）产生有害干扰，也不得提出免受有害干扰保护；</p> <p>(四) 应当承受辐射射频能量的工业、科学及医疗（ISM）应用设备的干扰或其他合法的无线电台（站）干扰；</p> <p>(五) 如对其他合法的无线电台（站）产生有害干扰时，应立即停止使用，并采取措施消除干扰后方可继续使用；</p> <p>(六) 在航空器内和依据法律法规、国家有关规定、标准划设的射电天文台、气象雷达站、卫星地球站（含测控、测距、接收、导航站）等军民用无线电台（站）、机场等的电磁环境保护区域内使用微功率设备，应当遵守电磁环境保护及相关行业主管部门的规定；</p> <p>(七) 禁止在以机场跑道中心点为圆心、半径 5000 米的区域内使用各类模型遥控器；</p> <p>(八) 微功率设备使用时温度和电压的环境条件。</p>
Taiwan:	<p>根據 NCC 低功率電波輻射性電機管理辦法規定：</p> <p>第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。</p> <p>第十四條</p> <p>低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。</p> <p>前項合法通信，指依電信法規定作業之無線電通信。</p> <p>低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。</p>



Country/ Area	
Ukraine:	<p>виробник: Ел-Джі Електронікс Інк.(LG Electronics Inc) 10, Магок'юнганг 10-ро, Гангseo-гу, Сеул, 07796, Корея</p> <p>Frequency range 111 кГц / Максимальна потужність РЧ: 42 дБмк А / м</p> <p>справжнім Ел-Джі Електронікс Інкзаявляє, що тип радіобладнання WC510MVV20 відповідає Технічному регламенту радіобладнання; повний текст декларації про відповідність доступний на веб-сайті за такою адресою: <a href="http://www.lg.com/global/support/cedoc/cedoc">www.lg.com/global/support/cedoc/cedoc</a>.</p> <p>імпортер : Віннер Імпорте Україна</p> <p>Вул. Дачна, 5-А, с.Капітанівка, Київська область, 08112, Україна</p> <p>Тел.: +38(044) 585 63 00</p> <p>Контактна особа : Alla Haidai (ahaidai@winner.ua)</p>

Country/ Area	
USA/Canada	<p>FCC ID : BEJWC510MVV20 IC : 2703H-WC510MVV20</p> <p>This device complies with part 15 of the FCC rules and with RSS-Gen,RSS-216 rules of Canada. Operation is subject to the following two conditions:</p> <p>(1) This device may not cause harmful interference, and</p> <p>(2) This device must accept any interference received, including interference that may cause undesired operation.</p> <p>Any changed or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.</p> <p>FCC RF Radiation Exposure Statement: This equipment complies with FCC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 15cm between the radiator and your body.</p> <p>-</p> <p>IDéclaration d'avertissement ISED</p> <p>Son fonctionnement est soumis aux deux conditions suivantes:</p> <p>(1) Cet appareil ne doit pas provoquer d'interferences nuisibles, et</p> <p>(2) Cet appareil doit accepter toute interference recue, y compris les interferences pouvant entrainer un fonctionnement indésirable.</p> <p>Les changements ou modifications non expressement approuvées par LG Vehicle Components Company pourraient annuler l'autorité de l'utilisateur à utiliser l'équipement.</p> <p>Déclaration d'exposition aux radiations RF de l'ISED: Cet équipement est conforme aux limites d'exposition aux rayonnements RF de l'ISED définies pour un environnement non contrôlé. Cet appareil et son antenne ne doivent pas être situés ou fonctionner conjointement avec une autre antenne ou un autre émetteur.</p> <p>Cet équipement doit être installé pour fonctionner avec une distance minimale de 10cm entre le radiateur et le corps de l'utilisateur final.</p>

**Related information**

- Wireless phone charger\* (p. 528)

## Internet connection

You can listen to Internet radio and music services via apps, for example, when the car is connected to the Internet.



The car can be connected to the Internet via a Bluetooth-connected phone or a Wi-Fi network. For certain markets, the car can also be connected via the car's built-in modem<sup>232</sup>. If the car is connected via several different sources at the same time, the connection is firstly via Wi-Fi; secondly via Bluetooth; and lastly via the car's built-in modem.

### Related information

- Connecting to the Internet via Bluetooth (p. 533)
- Connecting to a Wi-Fi network (p. 534)
- Problems with Internet connection (p. 534)
- Markets with Car Modem Internet (p. 536)
- Profile settings (p. 165)

## Connecting to the Internet via Bluetooth

Create an Internet connection via Bluetooth by sharing a phone's Internet access.

1. Make sure that your phone supports tethering and that this function is activated.
2. Connect your phone to the car via Bluetooth. Go to app view , settings  and tap on Bluetooth.
3. If the phone has been connected previously, tap on the icon for tethering via Bluetooth for the phone you want to use. Otherwise, first select Pair new device.
4. Approve, via the message shown, that connection should take place.
  - > The car is connected to the Internet.

### Related information

- Internet connection (p. 533)
- Connecting a phone to the car (p. 523)
- Connecting to a Wi-Fi network (p. 534)
- Problems with Internet connection (p. 534)
- Markets with Car Modem Internet (p. 536)

### NOTE

The telephone and network provider must support tethering (Internet connection sharing), and the subscription must include data.



<sup>232</sup> Certain markets require the terms and conditions to be accepted for connection via modem.

# Connecting to a Wi-Fi network

You can connect the car to an external Wi-Fi network if required.

If the car is, for example, parked outside a house with a Wi-Fi network or if you share the Internet via a mobile phone, it is possible to connect the car to the network.

To connect the car to an external Wi-Fi network, proceed as follows.

1. Activate tethering in your mobile phone (if you want to share the mobile phone's Internet connection).
2. Go to the app view  and then open settings .
3. Select Network and internet.
4. Tap on the row for Wi-Fi in order to show a list of available networks.
5. Select the required network, enter the password if required and connect.

## Related information

- Internet connection (p. 533)
- Problems with Internet connection (p. 534)
- Audio and media (p. 510)

# Problems with Internet connection

If the car loses its Internet connection, you can try the following.

## Switching the mobile data off and on.

Switching the mobile data off and on may be of assistance if the car's Internet connection disappears suddenly and without explanation.




1. Go to the app view  and then open settings .
2. Select Network and internet.
3. Then switch Wi-Fi and Car SIM data off and on in order to restart the connection.

## Restarting the system

Restart the system by depressing the home button for 20 seconds.

## Checking consent for Internet connection

Consent is required for the Internet connection to work. Check that this setting has been saved correctly.

1. Connect the car to the Internet by connecting to an external Wi-Fi network, such as via mobile phone tethering.
2. Go to the app view  and then open settings .
3. Select Privacy and data sharing and then Internet terms of service. Wait until the provider's page is shown.
4. Go back to settings  and select Network and internet.
5. Switch off Wi-Fi and check that Car SIM data is switched on.
6. Go back to settings , select Privacy and data sharing again, and then Internet terms of service.

## 7. Accept the User Terms.

### In the event of problems with connection via Bluetooth-connected phone

If you experience difficulties when connecting a phone to the car via Bluetooth

- Check that the phone battery is sufficiently charged and that the phone is switched on.
- Check that you have Bluetooth switched on in both the phone and the car.
- Check that you have established a Bluetooth connection and have connected the car to the phone to be used.
- If possible, try to connect another phone to the car via Bluetooth in order to check whether the problem is in the device or in the car.

If problems persist:

1. Clear all previously added phones in the Bluetooth settings in the car.
2. Restart the phone you want to connect.
3. Try to connect the phone again.

### In the event of problems with connection via the car's built-in modem<sup>233</sup>

If connection via the car's built-in modem works poorly due to poor coverage, for example, try connecting via Wi-Fi networks or Bluetooth-connected phone instead.

#### Related information

- Internet connection (p. 533)
- Connecting to the Internet via Bluetooth (p. 533)
- Connecting to a Wi-Fi network (p. 534)
- Markets with Car Modem Internet (p. 536)
- Audio and media (p. 510)

## NOTE

If you connect to the Internet through several different sources at the same time, such as if the car has Internet via built-in modem, and you access the Internet via a Bluetooth-connected phone at the same time, these sources are used in the following order of priority. Firstly, the connection via Wi-Fi networks is used; secondly, via Bluetooth-connected phone; and thirdly, via the car's built-in modem.

<sup>233</sup> Connection via the built-in modem is only available in certain markets.

# Markets with Car Modem Internet

Listed here are the markets that provide Internet via the built-in car modem.

The markets listed offer Internet via the car's built-in modem for 4 years from the date of purchase of the car. Data roaming works within the EU.

Country
Australia
Austria
Belgium
Canada
China
Czech Republic
Denmark
Finland
France
Germany
Hong Kong
India
Indonesia
Ireland
Italy
Japan
Korea
Malaysia
Mexico
Netherlands
New Zealand
Norway
Poland
Portugal
Puerto Rico
Singapore

Country
Spain
Sweden
Switzerland
Taiwan
Thailand
UK
USA



## Related information

- Internet connection (p. 533)
- Connecting to the Internet via Bluetooth (p. 533)
- Connecting to a Wi-Fi network (p. 534)
- Problems with Internet connection (p. 534)
- Profile settings (p. 165)

# Storage space on hard disk

It is possible to view how much free space there is on the car's hard disk.

Check available space by:

1. Open app view .
2. Tap on settings  in the bottom of the display.
3. Press System.
4. Continue to Storage.

## Related information

- Apps (p. 511)

## Frequency Bands and Output Power

Application	Frequency	Maximum output power
FM	87.5 - 108 MHz	
DAB	174.0 - 240.0 MHz	
Bluetooth	2400 - 2483.5 MHz	4 dBm (2.5 mW)
Bluetooth Low Energy	2400 - 2483.5 MHz	5 dBm (3.2 mW)
WLAN 2.4 GHz	2400 - 2483.5 MHz	14 dBm (25 mW)
WLAN 5 GHz	5150 - 5250 MHz	14 dBm (25 mW)
WLAN 5 GHz	5725 - 5850 MHz	14 dBm (25 mW)

### Simplified EU declaration of conformity, radio

Hereby, Aptiv Services Deutschland GmbH, 42367 Wuppertal, declares that the radio equipment type automotive headunit Display Head Unit is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: <https://www.aptiv.com/automotive-homologation>

### RF Exposure Warning

The antennas used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be located or operating in conjunction with any other antenna or transmitter.

### FCC § 15.19 Labelling requirements

**FCC ID: LTQDHU1**

**IC: 3659A-DHU1**

This device complies with part 15 of the FCC Rules and ISSED license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### FCC § 15.21 Information to user

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT.SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

### RF Exposure Requirements

This equipment complies with FCC RF radiation exposure and Industry Canada RSS-102 RF exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. To comply with FCC RF exposure and Industry Canada RSS-102 RF exposure compliance requirements, this grant is applicable to only Mobile Configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements énoncées pour un environnement non contrôlé et respecte les règles d'exposition aux fréquences radioélectriques (RF) CNR-102 de l'IC. Cet équipement doit être installé et utilisé en gardant une distance de 20 cm ou plus entre le radiateur et le corps humain (à l'exception des extrémités : mains, poignets, pieds et chevilles).



Section 14

—

Polestar Connect

# Polestar Connect

Polestar Connect provides direct contact to the car as well as extra comfort and assistance 24 hours a day.

The functions are available via the Polestar app as well as the CONNECT button and the SOS buttons in the car's roof:

The functions are available via the 极星 app as well as the CONNECT button and the SOS buttons in the car's roof:



In the event of an accident, emergency assistance such as ambulance or police can be sent to the car. Roadside assistance can be called for less urgent problems, such as a puncture.

You can use the Polestar app to, for example, lock or unlock the car and check the battery level.

You can use the 极星 app to, for example, lock or unlock the car and check the battery level.

## Polestar Connect system

Polestar Connect is linked to the car's safety and alarm systems as well as other systems in the car, such as locking and climate control. The car has a built-in modem for communication with Polestar Assistance and the Polestar app. GNSS (Global Navigation Satellite System) is used to locate the car.

Polestar Connect is linked to the car's safety and alarm systems as well as other systems in

the car, such as locking and climate control. The car has a built-in modem for communication with Polestar Assistance and the 极星 app. GNSS (Global Navigation Satellite System) is used to locate the car.

## Processing of personal data

Certain information, including personal data, will need to be processed in order to be able to make use of all the functions in connection with the Polestar Connect service. Read more about privacy at [polestar.com/privacy](https://polestar.com/privacy).

## Contacting Polestar Assistance

Use the car's CONNECT button or the Polestar app to contact Polestar Assistance.

Use the car's CONNECT button or the 极星 app to contact Polestar Assistance.

## Related information

- Getting started with Polestar Connect (p. 541)
- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Help with Polestar Connect (p. 542)
- Polestar Connect availability (p. 548)
- Approval of terms and conditions and data collection (p. 26)
- Polestar support (p. 11)

# Getting started with Polestar Connect

## NOTE

- The SOS button must only be used in the event of accident, illness or an external threat against the car and its passengers. The SOS function is only intended for emergency situations. Abuse may lead to supplementary charges.

The Polestar app and the CONNECT button can be used for all other services, including roadside assistance.

The 极星 app and the CONNECT button can be used for all other services, including roadside assistance.

The CONNECT button can be used for all other services, including roadside assistance.

- This Polestar is equipped with the Polestar Connect service. This means that you do not need an extra subscription to make it work. The intention is that the service should be active for as long as the car is used and the technology and mobile phone network allow. Polestar reserves the right to reduce functionality when it is no longer practically possible to maintain full functionality. If the car remains unused for more than one year it is considered as no longer in use.

To get started with Polestar Connect you need to carry out certain preparations.

**Polestar ID and connecting the Polestar app to a car**

To use the Polestar app, you need a Polestar ID. Once a Polestar ID has been created, the Polestar app needs to be linked to the car.

**Polestar ID and connecting the 极星 app to a car**

To use the 极星 app, you need a Polestar ID. Once a Polestar ID has been created, the 极星 app needs to be linked to the car.

**Buying a used car with Polestar Connect**

When buying a used car with Polestar Connect, it is important to delete data from the previous owner and add your own details to make the service work. Contact Polestar Customer Support for assistance.

**Related information**

- Creating a Polestar ID (p. 17)
- Change of ownership with Polestar Connect (p. 550)
- Resetting user data (p. 163)
- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Showing the car's identification number (p. 30)
- Connecting the 极星 app to the car (p. 552)
- Connecting the Polestar app to the car (p. 554)
- Available functions in the 极星 app (p. 555)
- Available functions in the Polestar app (p. 556)
- Devices compatible with the 极星 app (p. 556)
- Devices compatible with the Polestar app (p. 557)

## Help with Polestar Connect

Polestar Connect can provide extra security and assistance if you have a puncture, your engine breaks down or you have an accident.

Polestar Connect not only offers additional comfort and control via the Polestar app, but also auxiliary services via the SOS and CONNECT buttons in the roof, such as emergency assistance in the event of an accident and roadside assistance.

Polestar Connect not only offers additional comfort and control via the 极星 app, but also auxiliary services via the SOS and CONNECT buttons in the roof, such as emergency assistance in the event of an accident and roadside assistance.

### Related information

- Polestar support (p. 11)
- Automatic collision alarm with Polestar Connect (p. 542)
- Emergency assistance with Polestar Connect (p. 543)
- Roadside assistance with Polestar Connect (p. 544)
- Information service with Polestar Connect (p. 545)
- The 极星 app (p. 551)
- The Polestar app (p. 552)

## Automatic collision alarm with Polestar Connect

If a collision occurs, the car reports this automatically to Polestar Assistance or an emergency call centre, which can send out emergency assistance.

### Polestar Assistance

When the car's safety system is triggered, e.g. in the event of an accident in which the activation level is reached for the seatbelt tensioner or airbags, the car automatically contacts Polestar Assistance and a message is sent containing the car's position, among other things.

1. Polestar Assistance attempts to establish verbal contact with the car's driver in order to find out about the severity of the collision and the need for assistance.
2. Polestar Assistance then contacts the necessary assistance (police, ambulance, towing, etc.).

If verbal contact cannot be established, Polestar Assistance contacts the relevant authorities that assist with appropriate action.

### Prioritise public emergency number

It is possible to set up the system so that the car calls a public emergency call centre instead of Polestar Assistance. See the separate instructions.

### Emergency number

When the collision alarm is activated the system attempts to establish contact with the country's Polestar Assistance. If this is not possible, then the call is routed to the designated emergency number for the area where the car is located.

### Related information

- Prioritising between Polestar Assistance and emergency call centre (p. 549)
- Polestar support (p. 11)

# Emergency assistance with Polestar Connect

- Polestar Connect (p. 540)
- Polestar Connect markets (p. 547)
- Emergency assistance with Polestar Connect (p. 543)
- Roadside assistance with Polestar Connect (p. 544)
- Information service with Polestar Connect (p. 545)
- Polestar Connect abroad (p. 549)

Press the SOS button to contact Polestar Assistance, or an emergency call centre in an emergency situation.

## Polestar Assistance

To summon help in case of illness, external threats to the car or passengers, Polestar Assistance can be alerted manually by depressing the SOS button for at least 2 seconds. The car calls Polestar Assistance and a message is sent containing the position of the car, among other things.

1. Polestar Assistance attempts to establish verbal contact with the car's driver in order to find out about the severity of the emergency situation and the need for assistance.
2. Polestar Assistance then contacts the necessary assistance (police, ambulance, towing, etc.).

If verbal contact cannot be established, Polestar Assistance contacts the relevant authorities that assist with appropriate action.

## Prioritise public emergency number

It is possible to set up the system so that the car calls a public emergency call centre instead of Polestar Assistance. See the separate instructions.

## Emergency number

When the collision alarm is activated the system attempts to establish contact with the country's Polestar Assistance. If this is not possible, then the call is routed to the designated emergency number for the area where the car is located.

## Related information

- Prioritising between Polestar Assistance and emergency call centre (p. 549)
- Polestar Connect (p. 540)
- Polestar Connect markets (p. 547)

# Roadside assistance with Polestar Connect

- Automatic collision alarm with Polestar Connect (p. 542)
- Roadside assistance with Polestar Connect (p. 544)
- Information service with Polestar Connect (p. 545)
- Polestar Connect abroad (p. 549)
- Polestar support (p. 11)

If you have a puncture or your battery is discharged, for example, you can summon assistance with the CONNECT button or the Polestar app.

If you have a puncture or your battery is discharged, for example, you can summon assistance with the CONNECT button or the 极星 app.

If you have a puncture or your battery is discharged, for example, you can call for assistance with the CONNECT button.

If you hold down the CONNECT button in the roof for at least 2 seconds, verbal contact will be established between Polestar Assistance and the driver. The aim of this is to agree on what assistance is required. If data sharing for Polestar Connect is activated, a message about the car's position is also sent to Polestar Assistance.

## Roadside assistance costs

Roadside assistance costs are included for the first 3 years when you buy a new Polestar. After this time, free roadside assistance is offered in most markets if the car is serviced regularly. Polestar Customer Support can inform you of the status of your roadside assistance agreement.

The costs for roadside assistance are covered for the first 5 years or 100,000 km when you buy a new Polestar. Polestar Customer Support can give you information on the status of your roadside assistance agreement.

Polestar Connect can help you get back on the road, even if your Roadside Assistance agreement has expired. In this case, you will be asked to pay the cost for the service that is sent out to you.

## Related information

- Polestar Connect (p. 540)

# Information service with Polestar Connect

- Approval of terms and conditions and data collection (p. 26)
- Automatic collision alarm with Polestar Connect (p. 542)
- Emergency assistance with Polestar Connect (p. 543)
- Information service with Polestar Connect (p. 545)
- Polestar Connect abroad (p. 549)
- Polestar support (p. 11)

## NOTE

- The SOS button must only be used in the event of accident, illness or an external threat against the car and its passengers. The SOS function is only intended for emergency situations. Abuse may lead to supplementary charges.

The Polestar app and the CONNECT button can be used for all other services, including roadside assistance.

The 极星 app and the CONNECT button can be used for all other services, including roadside assistance.

The CONNECT button can be used for all other services, including roadside assistance.

- If you do not have a valid road assistance agreement, additional recovery costs may apply.

You get access to information service via Polestar Connect.

You can receive information about news, weather, stocks and shares prices by pressing the CONNECT button.

## Related information

- Polestar support (p. 11)
- Automatic collision alarm with Polestar Connect (p. 542)
- Emergency assistance with Polestar Connect (p. 543)
- Roadside assistance with Polestar Connect (p. 544)
- Approval of terms and conditions and data collection (p. 26)

# Assistance via Polestar Connect

Polestar Assistance can offer support in the event of a breakdown, when your car unexpectedly becomes immobilised.

Polestar Assistance is available 24 hours a day, seven days a week throughout the year and can be accessed by pressing the CONNECT button in the roof of the car or via the Polestar app. If data sharing for Polestar Connect is activated, Polestar Assistance receives information about the car's position, which can be advantageous if roadside assistance is needed.

Polestar Assistance is available 24 hours a day, seven days a week throughout the year and can be accessed by pressing the CONNECT button in the roof of the car or via the 极星 app. If data sharing for Polestar Connect is activated, Polestar Assistance receives information about the car's position, which can be advantageous if roadside assistance is needed.

Polestar Assistance is available 24 hours a day, seven days a week throughout the year and can be accessed by pressing the CONNECT button in the roof of the car or by calling 080-360-0100 and choosing option 1. If data sharing for Polestar Connect is activated, Polestar Assistance receives information about the car's position, which can be advantageous if roadside assistance is needed.

If you have any other questions about your car, contact Polestar Customer Support, which you can reach via phone, web form or the chat function on the website.

- Information service with Polestar Connect (p. 545)
- Polestar Connect markets (p. 547)

## Related information

- Polestar support (p. 11)
- Approval of terms and conditions and data collection (p. 26)
- Automatic collision alarm with Polestar Connect (p. 542)
- Emergency assistance with Polestar Connect (p. 543)
- Roadside assistance with Polestar Connect (p. 544)



# Polestar Connect markets

A list of which markets have Polestar Connect is presented here.

Australia
Austria
Bahrain
Belgium
Canada
China
Czech Republic
Denmark
Finland
France
Germany
Hong Kong
Ireland
Israel
Italy
Kuwait
Luxembourg
Netherlands
New Zealand
Norway
Poland
Portugal
Qatar
Saudi Arabia
Singapore
South Korea
Spain
Sweden
Switzerland
The United Arab Emirates

UK
USA

## Latest information

Polestar Connect is becoming available in an increasing number of locations. Contact Polestar Customer Support for the latest information on where Polestar Connect are available.

## Related information

- Polestar Connect (p. 540)
- Polestar support (p. 11)

# Polestar Connect availability

To save the battery, the Polestar Connect system is programmed to shut down when the car is not used for long periods.

Polestar Connect is fully available for 5 full days and is then disengaged in order to save the battery. The system will be fully available again as soon as the car has been started.

## Related information

- Polestar Connect (p. 540)
- Keys (p. 270)
- Standby battery for Polestar Connect (p. 551)
- Polestar Connect abroad (p. 549)

## NOTE

This Polestar is equipped with the Polestar Connect service. This means that you do not need an extra subscription to make it work. The intention is that the service should be active for as long as the car is used and the technology and mobile phone network allow. Polestar reserves the right to reduce functionality when it is no longer practically possible to maintain full functionality. If the car remains unused for more than one year it is considered as no longer in use.

## WARNING

The system's services only work in areas where Polestar Connect's partners have mobile coverage and where the technology permits.

Just as with mobile phones, atmospheric disturbances or sparse transmitter coverage may lead to connection being impossible, e.g. in sparsely populated areas.

## Polestar Connect abroad

Polestar Connect services may vary when driving between countries.

When you press the SOS button you are always connected to Polestar Assistance or an emergency call centre in the market where the car is located.

When you press the CONNECT button, you are always connected to Polestar Assistance in your home country.

For more information, contact Polestar Customer Support.

### Related information

- Polestar Connect (p. 540)
- Polestar support (p. 11)


## Prioritising between Polestar Assistance and emergency call centre

Choose whether the car should call Polestar Assistance or the emergency call centre in an emergency situation.

With Polestar Connect, it is possible to set whether the car should contact Polestar Assistance or the public emergency call centre when the automatic collision alarm is triggered or when the SOS button is pressed.

The car's factory setting is to primarily contact Polestar Assistance.

To change this:

1. Open car functions  and select the More tab.
2. Then go to Car status, select tab Service and mark your choice.

### Related information

- Automatic collision alarm with Polestar Connect (p. 542)
- Emergency assistance with Polestar Connect (p. 543)

# Change of ownership with Polestar Connect

## NOTE

When contact with Polestar Assistance is given priority, more information is transmitted from the car and more extensive help can be given than if the public emergency call centre is the primary contact. If contact with Polestar Assistance cannot be established, the car contacts the public emergency call centre instead.

If, on the other hand, the public emergency call centre is given priority and it is not possible to establish contact, no attempt is made to reach Polestar Assistance instead.

In the event of a change of ownership, there are some steps that need to be taken to unlink the previous owner and give the new owner access to Polestar Connect.

### Selling a car equipped with Polestar Connect

The previous owner should take the following steps:

1. Deactivate the link between the car and the Polestar app.  
Deactivate the link between the car and the 极星 app.
2. Reset user data - select factory reset.

### Buying a car equipped with Polestar Connect

The new owner needs to link the Polestar app to the car.

The new owner needs to link the 极星 app to the car.

### Change of owner when changing country

Further action is necessary when a car is purchased and imported into another country. Contact a delivery center for information.

### Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Deactivating the link between the car and the 极星 app (p. 560)
- Deactivating the link between the car and the Polestar app (p. 561)
- Resetting user data (p. 163)
- Connecting the 极星 app to the car (p. 552)
- Connecting the Polestar app to the car (p. 554)
- Polestar support (p. 11)

## Standby battery for Polestar Connect

If the main battery is de-energised, the Polestar Connect's standby battery is used so that the system can still be used.

The standby battery has a limited service life. When the battery needs service or replacement, a message, eCall Service required, is shown in the driver display.

If the message is still shown - contact Polestar Customer Support.

### Related information

- Messages in the driver display (p. 145)
- Polestar Connect (p. 540)

## The 极星 app

As a Polestar Connect user you have access to the 极星 app that enables you to maintain contact with your car via various app functions<sup>234</sup>.

It is possible, for example, to lock and unlock the car, start and stop the climate control, and check the battery level.

### Download the 极星 app

The 极星 app is available for iPhone and Android phones. Download it free-of-charge from Apple App Store or Baidu App Store. The app is updated regularly.

### An Internet connection is required

When you use the 极星 app, your mobile device will send and receive data via the Internet. If you do not have a data plan, then your mobile network operator may charge you for that data. If you use the app abroad, you may be charged for data roaming. For more information, contact your mobile service provider.

### Related information

- Polestar Connect (p. 540)
- Approval of terms and conditions and data collection (p. 26)
- Connecting the 极星 app to the car (p. 552)
- Connecting the Polestar app to the car (p. 554)
- Available functions in the 极星 app (p. 555)
- Available functions in the Polestar app (p. 556)
- Polestar Connect markets (p. 547)
- Devices compatible with the 极星 app (p. 556)
- Devices compatible with the Polestar app (p. 557)

<sup>234</sup> Both the car and mobile device have to have mobile coverage or another Internet connection.

# The Polestar app

As a Polestar Connect user you have access to the Polestar app that enables you to maintain contact with your car via various app functions<sup>235</sup>.

It is possible, for example, to lock and unlock the car, start and stop the climate control, and check the battery level.

## Download the Polestar app

The Polestar app is available for iPhone and Android phones. Download it free-of-charge from the Apple App Store or Google Play. The app is updated regularly.

## An Internet connection is required

When you use the Polestar app, your mobile device will send and receive data via the Internet. If you do not have a data plan, then your mobile network operator may charge you for that data. If you use the app abroad, you may be charged for data roaming. For more information, contact your mobile service provider.

## Related information

- Polestar Connect (p. 540)
- Approval of terms and conditions and data collection (p. 26)
- Connecting the 极星 app to the car (p. 552)
- Connecting the Polestar app to the car (p. 554)
- Available functions in the 极星 app (p. 555)
- Available functions in the Polestar app (p. 556)
- Polestar Connect markets (p. 547)
- Devices compatible with the 极星 app (p. 556)
- Devices compatible with the Polestar app (p. 557)

# Connecting the 极星 app to the car

To be able to use the 极星 app's services, the app first has to be connected to the car.



When a main user (administrator) has linked his/her app to the car, more users of the car can be added.

## Connecting the 极星 app to the car

Make sure your car is in an area with mobile coverage and that your mobile device has an Internet connection.

Ensure that you have your Polestar ID, and the car's Vehicle Identification Number. A Polestar ID can be created when logging in to the 极星 app, and you can find the car's Vehicle Identification Number in the windscreen or centre display, for example.

If you are the main user (administrator), all of the car's keys need to be taken with you. For other users, one of the car's keys is sufficient.

1. Sit in the car.
2. Login in the 极星 app and in the car's centre display with your Polestar ID.
3. In the centre display, approve data sharing by going to the app view  settings  and tapping Privacy and data sharing.
4. Go back to your profile in the centre display. The first user to link his/her app to the car must be logged-in to the Owner profile and be carrying all of the car's keys.
5. Select pairing in the 极星 app. Check that the same PIN code is shown in the phone and in the centre display. Approve and select a name for the car in order to complete the pairing.

## Difference between administrator and non-administrator in the 极星 app

The car's Owner profile must be linked to the app before linking can take place for another profile. To be allocated the administrator role

<sup>235</sup> Both the car and mobile device have to have mobile coverage or another Internet connection.

requires that all of the car's keys are in the car when the app is linked.

A user that is administrator in the app can

- see which mobiles or other devices are linked with the car
- remove own and other linked phones/devices from the car.

A user that is not administrator in the app can

- see that own phone/device is linked with the car
- remove own phone/device.

### Tips for using the 极星 app

If you experience disruptions with the 极星 app even though the car to which the app is linked is outdoors in an open area with mobile coverage, and your mobile device has a good Internet connection, contact Polestar Customer Support.

If the car is a used car you should check that the Polestar Connect service is activated in the car.

### Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Polestar ID (p. 16)
- Showing the car's identification number (p. 30)
- User profiles (p. 163)
- Digital Key (p. 263)

## NOTE

It is recommended that every user creates a personal Polestar ID in order to enjoy a more customised experience and support.

# Connecting the Polestar app to the car

To be able to use the Polestar app's services, the app first has to be connected to the car.



When a main user (administrator) has linked his/her app to the car, more users of the car can be added.

## Connecting the Polestar app to the car

Make sure your car is in an area with mobile coverage and that your mobile device has an Internet connection.

Ensure that you have your Polestar ID, and the car's Vehicle Identification Number. A Polestar ID can be created when logging in to the Polestar app, and you can find the car's Vehicle Identification Number in the windscreen or centre display, for example.

If you are the main user (administrator), all of the car's keys need to be taken with you. For other users, one of the car's keys is sufficient.

1. Sit in the car.
2. Login in the Polestar app and in the car's centre display with your Polestar ID.
3. In the centre display, approve data sharing by going to the app view , settings  and tapping Privacy and data sharing.
4. Go back to your profile in the centre display. The first user to link his/her app to the car must be logged-in to the Owner profile and be carrying all of the car's keys.
5. Select pairing in the Polestar app. Check that the same PIN code is shown in the phone and in the centre display. Approve and select a name for the car in order to complete the pairing.

## Difference between administrator and non-administrator in the Polestar app

The car's Owner profile must be linked to the app before linking can take place for another profile. To be allocated the administrator role

requires that all of the car's keys are in the car when the app is linked.

A user that is administrator in the app can

- see which mobiles or other devices are linked with the car
- remove own and other linked phones/devices from the car.

A user that is not administrator in the app can

- see that own phone/device is linked with the car
- remove own phone/device.

## Tips for using the Polestar app

If you experience disruptions with the Polestar app even though the car to which the app is linked is outdoors in an open area with mobile coverage, and your mobile device has a good Internet connection, contact Polestar Customer Support.

If the car is a used car you should check that the Polestar Connect service is activated in the car.

## Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Polestar ID (p. 16)
- Showing the car's identification number (p. 30)
- User profiles (p. 163)
- Digital Key (p. 263)



# Available functions in the 极星 app

## NOTE

It is recommended that every user creates a personal Polestar ID in order to enjoy a more customised experience and support.

The 极星 app contains functions that provide direct contact with the car.

Available features:

- Battery level
- Lock status
- Lock/unlock doors
- Start/stop parking climate control
- Assistance
- Account information
- Digital Key

## Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Battery level and range in the 极星 app (p. 559)
- Battery level and range in the Polestar app (p. 560)
- Lock function in the 极星 app (p. 557)
- Lock function in the Polestar app (p. 558)
- Climate function in the 极星 app (p. 558)
- Climate function in the Polestar app (p. 559)
- Digital Key (p. 263)

## Available functions in the Polestar app

The Polestar app contains functions that provide direct contact with the car.

Available features:

- Battery level
- Lock status
- Lock/unlock doors
- Start/stop parking climate control
- Assistance
- Account information
- Digital Key

### Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Battery level and range in the 极星 app (p. 559)
- Battery level and range in the Polestar app (p. 560)
- Lock function in the 极星 app (p. 557)
- Lock function in the Polestar app (p. 558)
- Climate function in the 极星 app (p. 558)
- Climate function in the Polestar app (p. 559)
- Digital Key (p. 263)

## Devices compatible with the 极星 app

The 极星 app is available for iPhone and Android phones.

The app can be downloaded free-of-charge from the Apple App Store or Baidu App Store.

For the 极星 app to work as well as possible, ensure that you have updated the app to the latest version available for your device. More information on technical requirements for the version, plus the operating system and device model compatibility, can be found in the location where you download apps.

### Internet connection

The app communicates with the car via the Internet, and so your mobile device must have an Internet connection<sup>236</sup> to be able to execute your commands.

### Related information

- Polestar Connect (p. 540)

### NOTE

Polestar reserves the right to discontinue support for older versions of apps at any time and remove them from existing app stores.

## Devices compatible with the Polestar app

The Polestar app is available for iPhone and Android phones.

The app can be downloaded free-of-charge from the Apple App Store or Google Play.

For the Polestar app to work as well as possible, ensure that you have updated the app to the latest version available for your device. More information on technical requirements for the version, plus the operating system and device model compatibility, can be found in the location where you download apps.

### Internet connection

The app communicates with the car via the Internet, and so your mobile device must have an Internet connection<sup>237</sup> to be able to execute your commands.

### Related information




- Polestar Connect (p. 540)

### NOTE

Polestar reserves the right to discontinue support for older versions of apps at any time and remove them from existing app stores.

## Lock function in the 极星 app

The 极星 app shows the current lock status, and you can both lock and unlock your car remotely.




The current lock status is shown in the  tab. Tap on  /  to lock / unlock the car.

### Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Polestar support (p. 11)

## Lock function in the Polestar app

The Polestar app shows the current lock status, and you can both lock and unlock your car remotely.



The current lock status is shown in the  tab. Tap on  /  to lock / unlock the car.

### Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Polestar support (p. 11)

## Climate function in the 极星 app

You can use the 极星 app to start the climate control remotely in order to achieve a comfortable temperature in the car prior to departure.



The climate function is reached from the  tab. Tap on  to start or stop the climate control.

### Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Polestar support (p. 11)
- Parking climate (p. 246)

## Climate function in the Polestar app

You can use the Polestar app to start the climate control remotely in order to achieve a comfortable temperature in the car prior to departure.

The climate function is reached from the  tab. Tap on  to start or stop the climate control.

When the climate function has been started, and estimation is shown of how many minutes remain until the temperature has been reached.

### Setting the timer for climate control


A timer can be set so that the climate control starts automatically in order to adjust the passenger compartment temperature prior to departure. There is the option to select time and day of the week, as well as whether the setting should be repeated weekly.

### Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Polestar support (p. 11)
- Parking climate (p. 246)

## Battery level and range in the 极星 app

The 极星 app shows the car's current battery level and an estimate of how far the car can be driven on the existing charge.


The battery level is shown in the  tab. Tap on the plus symbol to view estimated range.

### Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Polestar Connect availability (p. 548)
- General information on charging (p. 420)

## Battery level and range in the Polestar app

The Polestar app shows the car's current battery level and an estimate of how far the car can be driven on the existing charge.

The battery level is shown in the  tab. Tap on the plus symbol to view estimated range.

An estimated time for ending charging is shown while charging is in progress.


### Related information

- The 极星 app (p. 551)
- The Polestar app (p. 552)
- Polestar Connect availability (p. 548)
- General information on charging (p. 420)

## Deactivating the link between the car and the 极星 app

Polestar ID is personal and does not need to be changed or deleted if you sell your car. However, you need to end the ownership and the link between the 极星 app and your car, as well as deleting all personal user data from your car.

You need to be logged in to the app in order to remove the link between the car and the 极星 app. If you do not have access to the app, contact Polestar Customer Support and explain that you want to sell your car.

You can terminate your ownership in the  tab. When the ownership is ended, the user history and other user accounts will be deleted.

Select the car in question in the 极星 app and remove the link to your devices by following the instructions.


### Related information

- Change of ownership with Polestar Connect (p. 550)
- Resetting user data (p. 163)

# Deactivating the link between the car and the Polestar app

Polestar ID is personal and does not need to be changed or deleted if you sell your car. However, you need to end the ownership and the link between the Polestar app and your car, as well as deleting all personal user data from your car.

You need to be logged in to the app in order to remove the link between the car and the Polestar app. If you do not have access to the app, contact Polestar Customer Support and explain that you want to sell your car.

You can terminate your ownership in the  tab. When the ownership is ended, the user history and other user accounts will be deleted.

Select the car in question in the Polestar app and remove the link to your devices by following the instructions.

## Related information

- Change of ownership with Polestar Connect (p. 550)
- Resetting user data (p. 163)





# Section 15

---

## Navigation

# T map AUTO

The T map AUTO app includes maps and provides access to e.g. traffic information, directions, and information on where to find suitable petrol/charging stations.



You can use T map AUTO when the car is connected to the Internet.

## Same information in the car as on other devices

Linking a T ID account to the active user profile also personalises the services. Destinations set on your mobile T map are shown, such as home, work, favourites and last searches. If anything is changed on a device it is also changed in T map AUTO, provided that the device and the car are logged in to the same T ID account.

## Voice control

You can also control T map AUTO with your voice using NUGU auto.

## Related information

- Link account to user profile (p. 167)
- Using T map AUTO (p. 567)
- Using Amap Auto (p. 568)
- Using Google Maps (p. 569)
- T map AUTO in driver display (p. 571)
- Amap Auto in driver display (p. 572)
- Google Maps in driver display (p. 572)
- Destinations in T map AUTO (p. 573)
- Destinations in Amap Auto (p. 573)
- Destination in Google Maps (p. 574)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)

- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

## WARNING

Observe the following.

- Direct all your attention to the road and make sure that all your concentration is on driving.
- Follow applicable traffic legislation and drive with good judgment.
- Due to weather conditions or time of year affecting the road conditions, some recommendations may be less reliable.

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

# Amap Auto

Amap Auto includes maps and provides access to e.g. traffic information, directions and information on where to find suitable charging stations.



It is possible to use Amap Auto when the car is connected to the Internet and when it is not, but more services are available when you are connected

to the Internet. Being logged in to your Amap account also personalises the services for you to a greater extent.

Amap Auto can also be voice-controlled.

## Related information

- Using T map AUTO (p. 567)
- Using Amap Auto (p. 568)
- Using Google Maps (p. 569)
- T map AUTO in driver display (p. 571)
- Amap Auto in driver display (p. 572)
- Google Maps in driver display (p. 572)
- Destinations in T map AUTO (p. 573)
- Destinations in Amap Auto (p. 573)
- Destination in Google Maps (p. 574)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

## WARNING

Observe the following.

- Direct all your attention to the road and make sure that all your concentration is on driving.
- Follow applicable traffic legislation and drive with good judgment.
- Due to weather conditions or time of year affecting the road conditions, some recommendations may be less reliable.

# Google Maps

The Google Maps app includes maps and provides access to e.g. traffic information, directions and information on where to find appropriate charging stations.



It is possible to use Maps when the car is connected to the Internet and when it is not, but more services are available when you are connected to the

Internet.

## Same information in the car as on other devices

Linking a Google account to the active user profile also personalises the services. Destinations set on other devices are shown, such as home, work, favourites and last searches. If anything is changed on a device it is also changed in Maps, provided that the device and the car are logged in to the same Google account and connected to the Internet.

## Voice control

Maps can also be controlled with your voice using Google Assistant<sup>238</sup>.



For example, ask the Assistant: "Where is the nearest charging station?"

## Activating or deactivating Google Assistant

Google Assistant must be activated in order to answer "Hey Google".

1. Open Google Maps.
2. Tap on the user symbol.
3. Press Settings>Google Assistant>Assistant devices.
4. Choose to activate "Hey Google".

## Related information

- Link account to user profile (p. 167)

- Using T map AUTO (p. 567)
- Using Amap Auto (p. 568)
- Using Google Maps (p. 569)
- T map AUTO in driver display (p. 571)
- Amap Auto in driver display (p. 572)
- Google Maps in driver display (p. 572)
- Destinations in T map AUTO (p. 573)
- Destinations in Amap Auto (p. 573)
- Destination in Google Maps (p. 574)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

## WARNING

Observe the following.

- Direct all your attention to the road and make sure that all your concentration is on driving.
- Follow applicable traffic legislation and drive with good judgment.
- Due to weather conditions or time of year affecting the road conditions, some recommendations may be less reliable.

# Using T map AUTO

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

T map AUTO is shown and managed in the centre display, and in the driver display using the steering wheel keypad. T map AUTO can also be managed by means of voice control.

## Opening and closing T map AUTO



To open T map AUTO, tap on its icon in the centre display. To close the app, tap on the home button.

Open mode shows the map and current traffic information.

## Shortcuts

The navigation tile contains several shortcuts, each of which initiates a search and starts guidance in T map AUTO:

- Charging station
- Parking
- Restaurant
- Home
- Work

When a route is entered in T map AUTO, the shortcut in the tile is replaced by other shortcuts in order to cancel or recalculate ongoing guidance. Available shortcuts may vary depending on car model.

## Related information

- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Destinations in T map AUTO (p. 573)
- Destinations in Amap Auto (p. 573)
- Destination in Google Maps (p. 574)
- T map AUTO in driver display (p. 571)

# Using Amap Auto

- Amap Auto in driver display (p. 572)
- Google Maps in driver display (p. 572)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)
- Link account to user profile (p. 167)

## WARNING

Observe the following.

- Direct all your attention to the road and make sure that all your concentration is on driving.
- Follow applicable traffic legislation and drive with good judgment.
- Due to weather conditions or time of year affecting the road conditions, some recommendations may be less reliable.

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

Amap Auto is shown and managed in the centre display, and in the driver display using the steering wheel keypad. Amap Auto can also be managed by means of voice control.

### Opening and closing Amap Auto



To open Amap Auto, tap on its icon in the centre display. To close Amap Auto, tap on the home button.

### Travel information in the navigation tile

When a route has been entered into Amap Auto, the navigation tile shows the following travel information:

- Distance to destinations
- Estimated time of arrival, ETA<sup>239</sup>
- The name of the next road

### Shortcuts

The navigation tile contains three shortcuts.

When no route has been entered

- Search
- Charging
- Parking

When a route has been entered

- Mute/Unmute
- Charging
- Cancel guidance

### Related information

- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)

# Using Google Maps

- Getting directions with Google Maps (p. 577)
- Destinations in T map AUTO (p. 573)
- Destinations in Amap Auto (p. 573)
- Destination in Google Maps (p. 574)
- T map AUTO in driver display (p. 571)
- Amap Auto in driver display (p. 572)
- Google Maps in driver display (p. 572)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

## WARNING

Observe the following.

- Direct all your attention to the road and make sure that all your concentration is on driving.
- Follow applicable traffic legislation and drive with good judgment.
- Due to weather conditions or time of year affecting the road conditions, some recommendations may be less reliable.

Maps is shown and is operated in the centre display as well as the driver display using the steering wheel keypad. Maps can also be operated using voice control.

### Opening and closing Maps



To open Maps, tap on its icon in the centre display. To close the app, tap on the home button.

### Travel information in the navigation tile

When a route has been entered into Maps, the navigation tile shows the following travel information for the next intermediate destination on the journey:

- Travel time
- Distance to an intermediate destination
- Estimated time of arrival, ETA<sup>240</sup>
- The name of the next intermediate destination

It is possible to terminate ongoing guidance directly from the tile.

The information displayed relates to the next intermediate destination. The trip's final destination is not shown until there are no further intermediate destinations.

### Shortcuts

The navigation tile has three shortcuts, each of which initiates a search in Maps:

- Charging station
- Restaurant
- Parking

When a route has been entered in Maps, the shortcut for parking is replaced with a shortcut for terminating the ongoing guidance.

## Troubleshooting

### Position on the map not found

If the position of the car on the map cannot be found, it may be due to lack of access authorisation. Proceed as follows to give authorisation:

1. Open Google Maps.
2. Press Settings.
3. Accept location access.
  - > Google Maps now uses the car's position.

### Google Maps not loading

1. Open Google Maps.
2. Check the version number in order to ensure you have the latest version of Google Maps.
3. Restart the system by pressing and holding the home button in the centre display depressed for 20 seconds.

### Google Maps cannot find the current location

Sometimes Google Maps may have difficulty finding the position of the car. If the GPS position is incorrect or if the position of the car is not shown, proceed as follows:

1. Open Google Maps.
2. Check for the blue dot on the screen.
3. At the bottom right corner of the screen, press the button with the icon that resembles a target.

### Downloaded maps not working

If downloaded maps cannot be loaded, proceed as follows:

1. Make sure that location settings are permitted.
2. Make sure that the car is connected to the Internet.

3. Make sure that automatic download is activated.

### Related information

- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Destinations in T map AUTO (p. 573)
- Destinations in Amap Auto (p. 573)
- Destination in Google Maps (p. 574)
- T map AUTO in driver display (p. 571)
- Amap Auto in driver display (p. 572)
- Google Maps in driver display (p. 572)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)
- Link account to user profile (p. 167)

## WARNING

Observe the following.

- Direct all your attention to the road and make sure that all your concentration is on driving.
- Follow applicable traffic legislation and drive with good judgment.
- Due to weather conditions or time of year affecting the road conditions, some recommendations may be less reliable.



# T map AUTO in driver display

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

The driver display can show guidance to a destination with instructions as well as a map. A map can still be shown if no destination is set.

Depending on selected display mode in the driver display, different amounts of map and guidance information is shown. Examples of information in the driver display:

- Arrows showing the next manoeuvre
- Distance to manoeuvre
- Next intersection or direction
- Lane information

Guidance points, known as Turn-by-Turn, result in clear guidance via the driver display and minimise the need for the driver to look away from the road.

### Related information

- T map AUTO (p. 564)
- Amap Auto (p. 565)
- Google Maps (p. 566)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Driver display settings (p. 117)

# Amap Auto in driver display

The driver display can show guidance to destination with instructions as well as map. A map can also be shown if no destination is set.

Depending on selected display mode in the driver display, different amounts of map and guidance information is shown. Examples of information in the driver display:

- Arrows showing the next manoeuvre
- Distance to manoeuvre
- Name of the next road
- Road number and exit number
- Lane information

Guidance points, known as Turn-by-Turn, result in clear guidance via the driver display and minimise the need for the driver to look away from the road.

## Related information

- T map AUTO (p. 564)
- Amap Auto (p. 565)
- Google Maps (p. 566)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Driver display settings (p. 117)

# Google Maps in driver display

The driver display can show guidance to destination with instructions as well as map. A map can also be shown if no destination is set.

Depending on selected display mode in the driver display, different amounts of map and guidance information is shown. Examples of information in the driver display:

- Arrows showing the next manoeuvre
- Distance to manoeuvre
- Name of the next road
- Road number and exit number
- Lane information

Guidance points, known as Turn-by-Turn, result in clear guidance via the driver display and minimise the need for the driver to look away from the road.

## Related information

- T map AUTO (p. 564)
- Amap Auto (p. 565)
- Google Maps (p. 566)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Driver display settings (p. 117)

## Destinations in T map AUTO

It is possible to enter several destination types in T map AUTO.

Different destination types can be entered in the search field. Besides addresses, it is possible to enter a specific destination, such as a museum, and ask for directions to the destination. It is also possible to execute more general searches, e.g. for charging stations, restaurants and hotels, and then select one of the search results as a destination and get directions to the destination.

If a T ID account is linked to the car, destinations such as home, work, favourites and most recent searches that are set on other devices can be shown in the map.

### Related information

- T map AUTO (p. 564)
- Amap Auto (p. 565)
- Google Maps (p. 566)
- Link account to user profile (p. 167)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)

## Destinations in Amap Auto

It is possible to enter several destination types in Amap Auto.

Different destination types can be entered in the search field. Besides addresses, it is possible to enter a specific destination, such as a museum, and ask for directions to get there. It is also possible to execute more general searches, e.g. for charging stations, restaurants and hotels, and then select any of the hits as a destination and get directions to there.

### Related information

- T map AUTO (p. 564)
- Amap Auto (p. 565)
- Google Maps (p. 566)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)

### NOTE

A poorer connection may limit the number of available functions.

# Destination in Google Maps

It is possible to enter several destination types in Maps.

Different destination types can be entered in the search field. Besides addresses, it is possible to enter a specific destination, such as a museum, and ask for directions to the destination. It is also possible to execute more general searches, e.g. for charging stations, restaurants and hotels, and then select one of the search results as a destination and get directions to the destination.

If a Google account is linked to the car, destinations such as home, work, favourites and last searches that are set on other devices can be shown in Maps.

## Searching for destination



Say to Google Assistant<sup>241</sup>, for example: "Navigate to [address]"

As an alternative to Google Assistant, the following is possible:

1. Open Google Maps.
2. Tap on the search field.
3. Enter the destination or tap on the microphone symbol to search for a destination using your voice.
4. Tap on Start in order to start guidance.

## Adding address for home or work.

1. Open Google Maps.
2. Tap on the user symbol.
3. Press Settings>Edit home or work.
4. Set address



Now you can ask the Assistant to navigate to the set location or, for example, ask the question: "What's the traffic like on the way to work?".

## Related information


- T map AUTO (p. 564)
- Amap Auto (p. 565)
- Google Maps (p. 566)
- Link account to user profile (p.167)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)

## NOTE

A poorer connection may limit the number of available functions.

# Creating directions with T map AUTO

Enter your destination in the search field and allow T map AUTO to create a route description.

1. Open T map AUTO in home view or app view 

2. Enter an address or location in the search field.
  - > A route is suggested and indicated on the map. Road selection may be affected if, for example, road tolls and motorways are set to be avoided.
3. If another road is preferred, select an alternative route.
4. Start navigation.
  - > Instructions in the driver display and voice guidance start.

You can also voice-control T map AUTO using NUGU auto.

Adding intermediate destinations in an existing route

- Make a new search and select as intermediate destination.
  - > The route is reconfigured.

## Travel information in the navigation tile

When a route has been entered into T map AUTO, the navigation tile shows the following travel information for the next intermediate destination in the journey:

- Travel time
- Distance to an intermediate destination
- Estimated time of arrival, ETA<sup>242</sup>
- The name of the next intermediate destination

It is possible to terminate ongoing guidance directly from the tile.

The information displayed relates to the next intermediate destination. The trip's final destination is not shown until there are no further intermediate destinations.

## Related information

- Destinations in T map AUTO (p. 573)
- Destinations in Amap Auto (p. 573)
- Destination in Google Maps (p. 574)
- T map AUTO in driver display (p. 571)
- Amap Auto in driver display (p. 572)
- Google Maps in driver display (p. 572)
- Settings in T map AUTO (p. 584)
- Settings in Amap Auto (p. 585)
- Settings in Google Maps (p. 586)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

## WARNING

Observe the following.


- Direct all your attention to the road and make sure that all your concentration is on driving.
- Follow applicable traffic legislation and drive with good judgment.
- Due to weather conditions or time of year affecting the road conditions, some recommendations may be less reliable.

# Creating a route description with Amap Auto

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

Enter your destination in the search field and allow Amap Auto to create a route description.

1. Open Amap Auto in home view or app view .
2. Enter an address or location in the search field.
  - > A route will be suggested and indicated in colour. One or two alternative routes may be possible, depending on the situation with the roads.
3. If another road is preferred, an alternative route can be selected.
4. Choose to start the navigation.
  - > Instructions in the driver display and voice guidance<sup>243</sup> start.

Amap Auto can also be voice-controlled.

### Related information

- Destinations in T map AUTO (p. 573)
- Destinations in Amap Auto (p. 573)
- Destination in Google Maps (p. 574)
- T map AUTO in driver display (p. 571)
- Amap Auto in driver display (p. 572)
- Google Maps in driver display (p. 572)
- Settings in T map AUTO (p. 584)
- Settings in Amap Auto (p. 585)
- Settings in Google Maps (p. 586)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

<sup>243</sup> Voice guidance can be deactivated via a quick command in the home view.


# Getting directions with Google Maps

## WARNING

Observe the following.

- Direct all your attention to the road and make sure that all your concentration is on driving.
- Follow applicable traffic legislation and drive with good judgment.
- Due to weather conditions or time of year affecting the road conditions, some recommendations may be less reliable.

Enter your destination in the search field and allow Maps to create a route description.

1. Open Maps in home view or app view .
2. Enter an address or location in the search field.
  - > A route is suggested and indicated in blue on the map. Alternative routes are marked in grey. Road selection may be affected if, for example, road tolls and motorways are set to be avoided.
3. If another road is preferable, tap on the icon for route overview and select an alternative route.
4. Choose to start navigating.
  - > Instructions in the driver display and voice guidance<sup>244</sup> start.

Maps can also be controlled with voice control using Google Assistant<sup>245</sup>.

For more information, go to [g.co/mapsincar](http://g.co/mapsincar).

## Related information

- Destinations in T map AUTO (p. 573)
- Destinations in Amap Auto (p. 573)
- Destination in Google Maps (p. 574)
- T map AUTO in driver display (p. 571)
- Amap Auto in driver display (p. 572)
- Google Maps in driver display (p. 572)
- Settings in T map AUTO (p. 584)
- Settings in Amap Auto (p. 585)
- Settings in Google Maps (p. 586)
- Voice control with NUGU auto Assistant (p. 170)
- Voice control (p. 171)
- Voice control with Google Assistant (p. 172)

<sup>244</sup> Voice guidance can be deactivated in settings in the Maps app via the centre display.

<sup>245</sup> Google Assistant is not yet available in all languages.

# Electric car functions using T map AUTO

## WARNING

Observe the following.

- Direct all your attention to the road and make sure that all your concentration is on driving.
- Follow applicable traffic legislation and drive with good judgment.
- Due to weather conditions or time of year affecting the road conditions, some recommendations may be less reliable.

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

Some functions in T map AUTO are unique to electric cars. Some of them are listed here, with a brief description.

The functions mentioned are only examples.

The functions related to battery level are affected, for example, by the use of electric equipment, speed and driving style.

### Filtering on charging stations

By default, the map only displays compatible charging stations. It is also possible to add other types of charging station where the car can be charged using an adapter.

### Battery level on arrival

T map AUTO can show the estimated battery level on arrival at a destination.

### Adding charging stations automatically

T map AUTO automatically adds a charging station as intermediate destination if the current battery level is calculated as being insufficient to reach the destination. This option can be deactivated, or the charging station that was added automatically can be deleted.

### Estimated minimum charging time

When charging stations have been added as intermediate destinations in an itinerary, T map AUTO indicates the estimated minimum charging time at the charging station in question in order to clarify the total travelling time and the ETA<sup>246</sup>.

### Range on map

Range on map shows on the map how far the car can be driven.



# Electric car functions with Amap Auto

## Related information

- Online functions in T map AUTO (p. 581)
- Online functions with Amap Auto (p. 582)
- Online functions with Google Maps (p. 583)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

Some functions in Amap Auto are unique to electric cars. Some of them are listed here, together with a brief description.

## Range on map

Range on map is used to see directly on the map how far the car's charge will last. Red mark shows that the charge level is low.

## Range for route

Range for route is used to calculate a route from a start position to a destination, where energy consumption is shown along the route.

## Related information

- Online functions in T map AUTO (p. 581)
- Online functions with Amap Auto (p. 582)
- Online functions with Google Maps (p. 583)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)

# Electric car functions with Google Maps

Some functions in Maps are unique to electric cars. Some of them are listed here, with a brief description.

The functions mentioned are only examples. For the latest information on which functions are available as well as how they work, go to [g.co/mapsincar](http://g.co/mapsincar).

## Filtering on charging stations

By default, the map only displays compatible charging stations.

## Suggestions for adding charging stations

If guidance is started when the car is estimated as not reaching the final destination with the current battery level, Maps will suggest to add charging stations at suitable locations in order to reach the final destination.

## Battery level on arrival

Maps can show the estimated battery level on arrival at a destination.

## Preconditioning the battery before fast charging

When charging stations have been added into Google Maps, the battery is preconditioned in order to reduce the charging time.

## Estimated minimum charging time

When charging stations have been added as intermediate destinations in an itinerary, Maps indicates the estimated minimum charging time at the charging station in question in order to clarify the total travelling time and the ETA<sup>247</sup>.

## Related information

- Online functions in T map AUTO (p. 581)
- Online functions with Amap Auto (p. 582)
- Online functions with Google Maps (p. 583)

- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

# Online functions in T map AUTO

The car needs an Internet connection for full T map AUTO functionality.

T map AUTO is updated continuously with traffic information and information from charging stations and the connected T ID account.

The functions mentioned are only examples.

## Traffic information

If the traffic is moving slowly, orange or red lines are shown, depending on how slowly the traffic is moving. If the car loses its Internet connection, the coloured lines disappear after a few minutes as the information is no longer up to date. Updated traffic information is displayed again when the connection has been re-established. The map also shows information on different types of obstacles, such as roadworks or accidents.

In the event of accidents or other obstacles along the ongoing route, and if another faster route is available, T map AUTO will suggest an alternative route.

## Alternative route

When a desired destination has been entered, a route is suggested as well as alternative routes. These suggestions are based on factors such as system settings, traffic information, estimated distance and travelling time. When an alternative route is suggested, you can choose to keep the ongoing route or change to the alternative route. Change route while driving, T map AUTO redirects you dynamically based on current traffic patterns, so that you can avoid traffic congestion.

## Sending a destination from phone to car

If the car is connected to the Internet and you are logged in to an active T ID account, you can send a destination from T map in a phone to the car.

## Related information

- Electric car functions using T map AUTO (p. 578)
- Electric car functions with Amap Auto (p. 579)
- Electric car functions with Google Maps (p. 580)
- Link account to user profile (p. 167)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

# Online functions with Amap Auto

The car needs an Internet connection for full Amap Auto functionality. A few functions that are only accessible when the car is online are listed here.

- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)

## Traffic information

If the traffic is moving slowly, amber or red lines are shown, depending on how slowly the traffic is moving. If the car loses its Internet connection, the coloured lines disappear after a few minutes as the information is no longer up to date. Updated traffic information is displayed again when the connection has been re-established. The map also shows information on different types of obstacles on the road, such as roadworks or accidents.

In the event of accidents or other obstacles along the ongoing route, and if another faster route is available, Amap Auto will suggest an alternative route.

## Sending a destination from phone to car

If the car is connected to the Internet and is linked to an active Amap account, by being logged into it, you can send a destination from Amap on your phone to the car.

## Status of restriction

When the car is connected to the Internet, information on a traffic restriction can be shown, i.e. which licence or last figure of a registration number is affected. The restrictions are followed when directions are created, and more information on the restriction can be shown in the map.

## Related information

- Electric car functions using T map AUTO (p. 578)
- Electric car functions with Amap Auto (p. 579)
- Electric car functions with Google Maps (p. 580)

# Online functions with Google Maps

The car needs an Internet connection for full Maps functionality. A few functions that are accessible when the car is online are listed here.

The functions mentioned are only examples. For the latest information on which functions are available as well as how they work, go to [g.co/mapsincar](http://g.co/mapsincar).

## Traffic information

If the traffic is moving slowly, orange or red lines are shown, depending on how slowly the traffic is moving. If the car loses its Internet connection, the coloured lines disappear after a few minutes as the information is no longer up to date. Updated traffic information is displayed again when the connection has been re-established. The map also shows information on different types of obstacles, such as roadworks or accidents.

In the event of accidents or other obstacles along the ongoing route, and if another faster route is available, Maps will suggest an alternative route.

## Alternative route

When a desired destination has been entered, a route is suggested as well as alternative routes. These suggestions are based on factors such as system settings, traffic information, estimated distance and travelling time. An alternative route is selected from the list of suggested routes, or by steering the car as indicated in the alternative route, which is known as decide by steering.

Change route while driving, Google Maps redirects you dynamically based on current traffic patterns, so that you can avoid traffic congestion.

## Related information

- Electric car functions using T map AUTO (p. 578)
- Electric car functions with Amap Auto (p. 579)

- Electric car functions with Google Maps (p. 580)
- Link account to user profile (p. 167)
- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Settings in T map AUTO (p. 584)
- Settings in Amap Auto (p. 585)
- Settings in Google Maps (p. 586)
- Connecting a phone to the car (p. 523)

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

# Settings in T map AUTO

The majority of the settings for T map AUTO are made directly in the app under settings. Here is a list of some examples.

## Level of voice guidance

Set the amount of voice guidance, e.g. if you only want to hear speed camera warnings and certain other guidance.

## Settings for map display

Set the text size, display of dynamic information such as speed, or whether the map should be shown in day or night mode, for example.

## Synchronising with my account

It is possible to synchronise with T map on your mobile phone via T ID or OPT in the settings menu.

## Volume for voice guidance

Turn the volume control under the centre display or the steering wheel's right-hand keypad. An expandable menu is opened in the centre display. Set the volume for voice guidance.

## Related information

- [Creating directions with T map AUTO \(p. 575\)](#)
- [Creating a route description with Amap Auto \(p. 576\)](#)
- [Getting directions with Google Maps \(p. 577\)](#)
- [Changing system units \(p. 162\)](#)
- [Changing system language \(p. 162\)](#)
- [Sound settings \(p. 511\)](#)
- [Updating T map AUTO \(p. 588\)](#)
- [Updating Amap Auto \(p. 589\)](#)
- [Updating Google Maps \(p. 589\)](#)
- [Cache for map data \(p. 587\)](#)
- [Downloading maps \(p. 587\)](#)

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

# Settings in Amap Auto

The majority of the settings for Amap Auto are made directly in the app under settings. Here is a list of some examples.

- Updating T map AUTO (p. 588)
- Updating Amap Auto (p. 589)
- Updating Google Maps (p. 589)

## Alternative route

Set so that road tolls and motorways, for example, are avoided in route descriptions.

## Changing the voice

Change the voice-over for voice guidance. The voice can only be changed when the system language is Chinese.

## Downloading maps


Download maps that can be used when the car does not have an Internet connection.

## Other settings

### Volume for voice guidance

Turn the volume control under the centre display or the steering wheel's right-hand keypad. An expandable menu is opened in the centre display. Set the volume for voice guidance.

### Language and units

If you want to use other languages or units in Amap Auto, these can be changed from the settings in app view . This setting will change the language and units in all displays in the car, not just in Amap Auto.

## Related information

- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Changing system language (p. 162)
- Sound settings (p. 511)

## NOTE

Changing the language in the centre display may mean that some information in the Manual is not compliant with national or local laws and regulations. Do not switch to a language that is difficult to understand as this may make it difficult to find your way back through the screen structure.

# Settings in Google Maps

The majority of the settings for Maps are made directly in the app under settings. Here is a list of some examples.

- Cache for map data (p. 587)
- Downloading maps (p. 587)

## Level of voice guidance

Set the extent of voice guidance, e.g. if you only want to hear traffic information and not the next manoeuvre.

## Alternative route


Set so that road tolls and motorways, for example, are avoided in route descriptions.

## Other settings

### Volume for voice guidance

Turn the volume control under the centre display or the steering wheel's right-hand keypad. An expandable menu is opened in the centre display. Set the volume for voice guidance.

### Language and units

If you want to use other languages or units in Maps, these can be changed from the settings in app view . This setting will change the language and units in all displays in the car, not just in Maps.

## Related information

- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Changing system units (p. 162)
- Changing system language (p. 162)
- Sound settings (p. 511)
- Updating T map AUTO (p. 588)
- Updating Amap Auto (p. 589)
- Updating Google Maps (p. 589)

## NOTE

- The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.
- Changing the language in the centre display may mean that some information in the Manual is not compliant with national or local laws and regulations. Do not switch to a language that is difficult to understand as this may make it difficult to find your way back through the screen structure.



# Cache for map data

T map AUTO downloads map data and saves them automatically so that maps can also be shown in T map AUTO when the car is temporarily offline or has a poor Internet connection.

The map data are downloaded automatically based on current position, and used when the car has a temporarily unstable Internet connection. Do not rely on the cached map data for safe driving. The cached map data can be deleted.

## Related information

- T map AUTO (p. 564)
- Amap Auto (p. 565)
- Google Maps (p. 566)
- Online functions in T map AUTO (p. 581)
- Online functions with Amap Auto (p. 582)
- Online functions with Google Maps (p. 583)
- Settings in T map AUTO (p. 584)
- Settings in Amap Auto (p. 585)
- Settings in Google Maps (p. 586)

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

# Downloading maps

To ensure access to maps in Google Maps even when the car has poor or no online connection, map data is saved automatically.

Maps automatically downloads maps based on the car's current position and patterns of movement. These maps can be used when the car has no online connection in order to

- provide map data to the car's safety and navigation functions
- provide access to Maps in areas with limited or no online connection.

It is also possible to select a map area manually and download.

## Using downloaded maps

1. Open Google Maps.
2. Tap on the user symbol.
3. Press Settings>Settings for offline maps.
4. Select Update offline maps automatically.

## Related information

- T map AUTO (p. 564)
- Amap Auto (p. 565)
- Google Maps (p. 566)
- Online functions in T map AUTO (p. 581)
- Online functions with Amap Auto (p. 582)
- Online functions with Google Maps (p. 583)
- Settings in T map AUTO (p. 584)
- Settings in Amap Auto (p. 585)
- Settings in Google Maps (p. 586)

# Updating T map AUTO

## NOTE

The instructions above are general descriptions and include third-party suppliers. Availability, procedure and functionality are subject to change or variation.

It is advisable to ensure that T map AUTO is updated to the latest version.

A notification is shown when there is an update for T map AUTO to download. The latest version of the map may be required for a stable navigation service.

The latest version ensures that you have the latest updates and functions. The car must be connected to the Internet in order to update T map AUTO.

## Related information

- [Creating directions with T map AUTO \(p. 575\)](#)
- [Creating a route description with Amap Auto \(p. 576\)](#)
- [Getting directions with Google Maps \(p. 577\)](#)
- [Settings in T map AUTO \(p. 584\)](#)
- [Settings in Amap Auto \(p. 585\)](#)
- [Settings in Google Maps \(p. 586\)](#)
- [Link account to user profile \(p. 167\)](#)

# Updating Amap Auto

It is advisable to ensure that Amap Auto is updated to the latest version.

When an updated version of Amap Auto is available, it can be found in the Huawei App Gallery. If there are any differences in access rights between two versions of the app, the system asks the user for approval.

The latest version ensures that you have the latest updates and functions. The car must be connected to the Internet in order to update Amap Auto.

When an update is available for Amap Auto, a notification will be displayed where you can choose to update.

## Related information

- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Settings in T map AUTO (p. 584)
- Settings in Amap Auto (p. 585)
- Settings in Google Maps (p. 586)

# Updating Google Maps

It is appropriate to ensure that Maps is updated to the latest version.

When an updated version of Maps is available, this will be found on Google Play. If there are differences in access rights between two versions of the app, the system will ask the user for approval.

The latest version ensures that you have the latest updates and functions. To update Maps, your car needs to be connected to the Internet and an active Google account has to be linked to the user profile.

When an update is available for Maps, a notification will be displayed where you can choose to update.

## Related information

- Creating directions with T map AUTO (p. 575)
- Creating a route description with Amap Auto (p. 576)
- Getting directions with Google Maps (p. 577)
- Settings in T map AUTO (p. 584)
- Settings in Amap Auto (p. 585)
- Settings in Google Maps (p. 586)
- Link account to user profile (p. 167)



## Section 16

—

## Wheels and tyres

# Tyres

The function of the tyres is to carry load, provide grip on the road surface, dampen vibration and protect the wheel from wear.

The tyres greatly affect the car's driving characteristics. The type of tyre, dimensions, tyre pressure and speed rating are important for how the car performs.

The car is fitted with tyres according to the tyre information sticker found on the driver's side door pillar (between the front door and the rear door).

The tyres have good roadholding properties and provide good driving characteristics on dry and wet road surfaces. However, remember that the tyres have been developed to provide these properties on roads that are free of ice and snow.

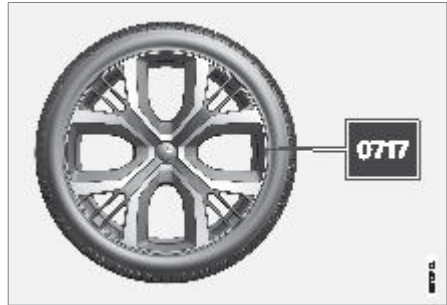
"All season" tyres provide slightly better roadholding on slippery road surfaces than tyres without the "all season" classification. However, for good roadholding on icy or snow-covered roads, Polestar recommends winter tyres on all four wheels.

When you change tyres you must check that all four tyres have the same size designation, type (radial) and are preferably from the same manufacturer. Otherwise there is a risk of changing the car's roadholding properties and driving characteristics.

## Recommended tyres

On delivery, the car is equipped with Polestar original tyres that have the POL<sup>248</sup> marking on the side of the tyres. These tyres are carefully adapted to the car. In the event of changing tyres, it is therefore important that the new tyres also have this marking in order for the car's driving characteristics, comfort and energy consumption to be maintained.

## New tyres



Tyres are perishable. After a few years they begin to harden at the same time as the friction capacity/characteristics gradually deteriorate. For this reason, aim to get as fresh tyres as possible when you replace them. This is especially important with regard to winter tyres. The last four digits in the sequence mean the week and year of manufacture. This is the tyre's DOT marking (Department of Transportation), and this is stated with four digits, for example 0717. The tyre is then manufactured in week 07, year 2017.

## Tyre age

All tyres older than 6 years old should be checked by an expert even if they seem undamaged. Tyres age and decompose, even if they are hardly ever or never used. The function can therefore be affected. This applies to all tyres that are stored for future use. Examples of external signs which indicate that the tyre is unsuitable for use are cracks or discolouration.

## Tyre age

Tyres deteriorate with time, even if not used. Polestar recommends that tyres in general should be changed after 6 years for normal use. Heat caused by hot climates, recurring high load or exposure to ultraviolet (UV) radiation may accelerate the ageing process. Tyres should be

replaced every six years even if they have never been used. A tyre that has visible cracks or discolouration, for example, should be changed immediately.

### Tyre economy

- Maintain the correct tyre pressure.
- Avoid fast starts, heavy braking and squealing tyres.
- Tyre wear increases with speed.
- Having the correct wheel setting (four-wheel setting) is very important.
- Unbalanced wheels worsen tyre economy and travelling comfort.
- The tyres must have the same direction of rotation during their entire service life.
- The tyres on the rear wheels should have as much or more tread than the tyres on the front wheels so as to reduce the risk of over-steer under heavy braking.
- If you drive over kerbstones or deep holes you can damage the tyres and/or wheel rims permanently.
- On cars with different front and rear tyre or wheel dimensions, it is not permitted to change position between front and rear wheels.

### Tyre rotation and tread depth

Switching originally fitted tyres between the front and rear axles is not possible.

Driving style, tyre pressure, climate and road condition affect how quickly the tyres age and wear. Correct tyre pressure results in more even wear.

Contact Polestar Customer Support for a check if you are not sure about the tread depth.

### Storing wheels and tyres

When you store complete wheels (tyres fitted on wheel rims) they should be hung up or positioned lying on their sides on the floor.

Tyres not fitted on rims must be stored lying on their sides or standing upright, but not hung up.

### Related information

- Checking tyre pressure (p. 601)
- Tyres' rotation direction (p. 596)
- Tread wear indicators on the tyres (p. 596)
- System for tyre pressure monitoring (p. 604)
- Emergency puncture repair kit (p. 619)
- Dimension designation for tyre (p. 594)
- Approved wheel and tyre sizes (p. 721)
- Classification of uniform tyre quality (p. 600)
- Tyre terminology (p. 597)
- Designations on the tyre's sidewall. (p. 598)
- Recommendations for loading (p. 636)
- Important - Wheels and tyres (p. 625)

## WARNING

- A damaged tyre may lead to loss of control over the car.

# Dimension designation for tyre

## WARNING

- Wheel rim size and tyre size for your Polestar are specified to meet stringent requirements for stability and driving characteristics. Unapproved combinations of wheel rim size and tyre size may have a negative effect on the car's stability and driving characteristics.
- Any damage caused by the fitting of unapproved combinations of wheel rim size and tyre size is not covered by the new car warranty. Polestar accepts no liability for death, personal injury or any costs caused by such installations.

## IMPORTANT

- Some cars are equipped with a combination of tyres and wheel rims with extra high performance, designed to provide maximum performance on dry road surfaces with resistance against aquaplaning in mind. They may be more sensitive to damage in the road surface and, depending on conditions, may have a service life of less than 30 000 km (20 000 miles). Even if the car is equipped with AWD or stability systems, these tyres are not designed for winter driving, and should be changed to winter tyres as the weather requires.
- Tyres should be stored in a cool, dry and dark place. They should never be stored near solvents, petrol, oils, etc.

Designations for tyre dimension, load index and speed rating.

The car has an approval for the complete vehicle with certain combinations of wheel rims and tyres.

### Designation of dimensions

All tyres have a designation of dimensions, for example: 245/45 R19 98 W

245	Tyre width (mm)
45	Ratio between tyre wall height and tyre width (%)
R	Radial ply
19	Rim diameter in inches
98	Codes for the maximum permitted tyre load, tyre load index (LI)
W	Speed rating for maximum permitted speed, speed rating (SS). (In this case 270 km/h (168 mph).)

### Load index

Each tyre has a certain capacity to carry a load, a load index (LI).

### Speed rating

Each tyre can withstand a certain maximum speed. Tyre speed rating, SS (Speed Symbol), must at least correspond with the car's top speed. The table below shows the maximum permitted speed for each speed rating (SS). The only exception to these regulations is winter tyres<sup>249</sup>, where a lower speed rating may be used. If such a tyre is selected, the car must not be driven more quickly than the tyre is rated for. For example, cars with Q rating tyres must be driven at speeds not exceeding 160 km/h (100 mph). The road conditions and applicable road traffic rules determine how quickly the car can be driven, not the speed rating of the tyres.



# Dimension designation for wheel rim

Q	160 km/h (100 mph) (used only on winter tyres)
T	190 km/h (118 mph)
H	210 km/h (130 mph)
V	240 km/h (149 mph)
W	270 km/h (168 mph)
Y	300 km/h (186 mph)

## Related information

- Tyres (p. 592)
- Dimension designation for wheel rim (p. 595)
- Approved wheel and tyre sizes (p. 721)
- Minimum permitted tyre load index and speed rating for tyres (p. 722)

## WARNING

The lowest permitted tyre load index (LI) and speed rating (SS) for the tyres for each respective electric motor variant are shown by the specifications. If a tyre with too low a load index or speed rating is used, it may overheat and be damaged.

## NOTE

The maximum permitted speed is specified in the table.

Wheel and rim dimensions are designated in accordance with the examples in the table below. The car has an approval for the complete vehicle with certain combinations of wheel rims and tyres.

Example: 8Jx19x50

8	Rim width in inches
J	Rim flange profile
19	Rim diameter in inches
50	Off-set in mm (distance from wheel centre to wheel contact surface against the hub)

## Related information

- Tyres (p. 592)
- Dimension designation for tyre (p. 594)
- Designations on the tyre's sidewall. (p. 598)
- Approved wheel and tyre sizes (p. 721)

# Tyres' rotation direction

Tyres with a tread pattern which are designed to only turn in one direction have the direction of rotation marked with an arrow.



*The arrow shows the tyre's direction of rotation.*

- The tyre must always rotate in the same direction throughout its lifespan.
- If the tyres are fitted incorrectly, the car's braking characteristics and capacity to force rain and slush out of the way are adversely affected.

### Related information

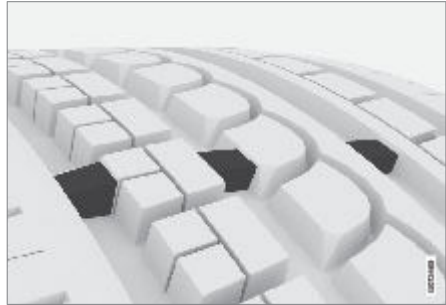
- Tyres (p. 592)

## NOTE

Make sure that both pairs of wheels have the same type, dimension and make. Note that the front and rear pairs of wheels have different dimensions.

# Tread wear indicators on the tyres

Tread wear indicators show the status of the tyre's tread depth.



A tread wear indicator is a narrow elevation across the longitudinal grooves of the tyre's tread pattern. On the side of the tyre are the letters TWI (Tread Wear Indicator). When the tyre's tread depth is down to 1.6 mm (1/16 inch), the tread will be level in height with the tread wear indicators. Change to new tyres as soon as possible. Remember that tyres with little tread depth provide very poor grip in rain and snow.

### Related information

- Tyres (p. 592)

# Tyre terminology

Below is a glossary of tyre-related terms.

The tyre suppliers may have additional markings, notes or warnings, e.g. standard load, radial, tubeless, etc.

- **Tire information placard:** a plate that specifies OE tyre size (original equipment), recommended tyre pressure and the maximum weight the car can carry.
- **Tire Identification Number (TIN):** A number on the sidewall of each tyre with information about tyre brand and manufacturing plant, tyre size and date of manufacture.
- **Inflation pressure:** A measurement of how much air is in the tyre.
- **Standard load:** A class of P-metric or metric tyres designed for a maximum load at 35 psi [37 psi (2.5 bar) for metric tyres]. The load-bearing capacity of the tyres does not increase if the tyre pressure is increased above this pressure.
- **Extra load:** A class of P-metric or metric tyres designed for a heavier maximum load at 41 psi [43 psi (2.9 bar) for metric tyres]. The load-bearing capacity of the tyres does not increase if the tyre pressure is increased above this pressure.
- **kPa:** Kilopascal, a metric unit for air pressure.
- **PSI:** Pound per square inch, a standard unit for air pressure.
- **B-pillar:** The beam on the side of the car behind the driver's door.
- **Bead area of the tire:** The tyre's surface area next to the wheel rim.
- **Sidewall of the tire:** The surface area between the base of the tyre and the tread.
- **Tread area of the tire:** The surface area of the tyre's circumference that has contact with the road when the tyre is fitted to the car.
- **Rim:** Metal support (wheel rim) for a tyre or tyre and inner tube unit against which the base of the tyre seals.
- **Maximum load rating:** A figure that specifies the maximum load in pounds and kilograms

that the tyre can carry. This classification is made by the tyre manufacturer.

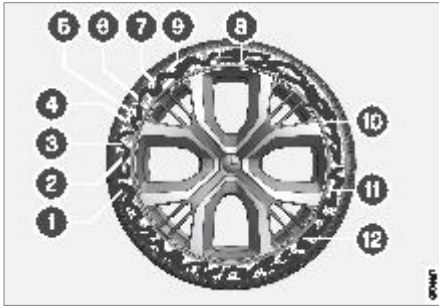
- **Maximum permissible inflation pressure:** The maximum tyre pressure that the tyre should ever be subjected to. This limit is specified by the tyre manufacturer.
- **Recommended tire inflation pressure:** Tyre pressure, specified by Polestar, based on the type of tyres fitted to a car on delivery. This information is available on the tyre plate on the B-pillar on the driver's side and in the tyre pressure table.
- **Cold tires:** Tyres are considered cold when they have the same temperature as the surrounding air. This temperature is normally reached when the car has been parked for at least three hours.

## Related information

- Tyres (p. 592)

# Designations on the tyre's sidewall.

The following information is available on the tyre's sidewall.




Federal law requires that the tyre manufacturers include standardised information on the sidewall of all tyres (see illustration).

The car is certified with certain combinations of wheels and tyres.

The following information is available on the tyre's sidewall:

Tyre designation:

1. 215: Tyre width (in millimetres) from sidewall edge to sidewall edge. The higher the number, the wider the tyre.
2. 65: Ratio between tyre height and width as a percentage.
3. R: Radial ply tyre (the designation RF and symbol ) specify that the car is equipped with puncture resistant tyres<sup>3</sup>.
4. 15: Wheel rim diameter (in inches).
5. 95: Tyre load index. In this example, the tyre load index is equivalent to 95, a maximum load of 1521 lbs (690 kg).
6. H: Tyre speed rating, or the maximum speed the tyre is designed to be driven at for a long period, with the permitted load for the car and with the correct tyre pressure. For example, H means the speed rating 210 km/h (130 mph).

<sup>3</sup> Puncture resistant tyres may not be available for all models.

7. M+S or M/S = Mud and Snow, AT = All Terrain, AS = All Season
8. U.S. DOT Tire Identification Number (TIN): This starts with the letters "DOT" and states that the tyre meets all federal standards. The next two figures are the plant code where the tyre was manufactured, the next two are the tyre's size code and the last four figures specify the week and year when the tyre was manufactured. For example, 0717 means that the tyre is manufactured during week 07, year 2017. The figures in between are market codes chosen by the manufacturer. This information helps the tyre manufacturer identify tyres in the event of safety recalls.
9. Tire Ply Composition and Material Used: States the number of cord layers or number of layers with rubber-coated fabric in the tyre's tread and sidewall. The tyre manufacturers must also state the layer materials in tyre and sidewall, which may be steel, nylon, polyester and certain other materials.
10. Maximum Load: Specifies the maximum load in pounds and kilograms that the tyre can carry. The correct tyre pressure for the car is specified on the tyre pressure label on the B-pillar.
11. Treadwear, Traction, and Temperature grades.
12. Maximum permissible inflation pressure: The maximum tyre pressure that the tyre should ever be subjected to. This limit is specified by the tyre manufacturer.

## Speed Symbol

The tyre's Speed Symbol (SS) states the maximum speed the tyre has been certified for, and should at least be equivalent to the top speed of the car.

Winter tyres, with or without studs, are exceptions and may have a lower SS. When winter tyres are fitted, the car must not be driven faster than the SS for the tyres.

The car's speed must always be determined by the specified speed limit and the traffic and road conditions, not the SS for the tyres.

The following table gives the maximum permitted speed for each SS.

M	130 km/h (81 mph)
Q	160 km/h (100 mph)
T	190 km/h (118 mph)
H	210 km/h (130 mph)
V	240 km/h (149 mph)
W	270 km/h (168 mph)
Y	300 km/h (186 mph)

#### Related information

- Tyres (p. 592)

#### NOTE

- Be aware that the following tyre designation is only an example and that this particular tyre may not be available for your car.
- The tyre load index and speed rating may not be shown on the sidewall since this is not a legal requirement.

#### WARNING

- Wheel rim size and tyre size for your Polestar are specified to meet stringent requirements for stability and driving characteristics. Unapproved combinations of wheel rim size and tyre size may have a negative effect on the car's stability and driving characteristics.
- Any damage caused by the fitting of unapproved combinations of wheel rim size and tyre size is not covered by the new car warranty. Polestar accepts no liability for death, personal injury or any costs caused by such installations.

# Classification of uniform tyre quality

ALL PASSENGER CAR TYRES MUST MEET FEDERAL SAFETY REQUIREMENTS APART FROM THIS CLASSIFICATION.

Quality designations are available where appropriate on the tyre's sidewall between the tread and the maximum section width. Example:

Tread wear 200 Traction AA Temperature A

## TREAD WEAR (wear)

The wear classification is a comparison classification based on the tyre's wear speed during testing under controlled conditions on a specific test track specified by the authorities. For example, a tyre with classification 150 wears one and a half times (1½) less on the test track than a tyre with classification 100. However, the relative performance of the tyres depends on their actual use, and many deviate considerably from the standard due to different driving styles, maintenance routines and differences in road conditions and climate.

## TRACTION

Classification of traction, from maximum to minimum, is AA, A, B and C, measured under controlled conditions on the specified test areas of asphalt and concrete. A tyre marked with C has poor grip.

## TEMPERATURE

The temperature classes are A (highest), B and C, which correspond to the tyre's resistance to generating heat and capacity to conduct heat away during testing under controlled conditions in a specified test wheel in an indoor laboratory. If a high temperature is retained then the material in the tyre may deteriorate and service life decrease, and temperature that is too high may lead to sudden tyre failure. Class C corresponds to a lowest performance level which all passenger car tyres must fulfil according to the federal motor safety standard no. 109. Class B and A correspond to performance levels of the labora-

tory's test wheel higher than the statutory minimum requirements.

## Related information

- Tyres (p. 592)
- Designations on the tyre's sidewall. (p. 598)

## WARNING

- The traction classification given to this tyre is based on brake tests (straight ahead) and is not a measure of traction for cornering.
- The temperature class for this tyre has been determined using a tyre that has the correct tyre pressure and is not overloaded. Excessive speed, inadequate tyre pressure or overloading, either individually or in combination with each other, may cause an increase in temperature and tyre failure.

# Checking tyre pressure

Correct tyre pressure helps to improve driving stability, save energy consumption and extend the service life of the tyres.

Tyre pressure decreases over time, this is a natural phenomenon. Tyre pressure also varies depending on ambient temperature. Driving on tyres with tyre pressure that is too low could result in the tyres overheating and being damaged. Tyre pressure affects travelling comfort, road noise and driving characteristics.

Check the tyre pressures monthly. Use the recommended tyre pressure for cold tyres in order to maintain good tyre performance. Tyre pressure that is too low or too high may cause uneven wear on the tyres.

Use a pressure gauge and check the tyre pressure at least once a month and before long journeys. Polestar recommends that you purchase a reliable tyre pressure gauge since automatic gauges at service stations may have poor accuracy.

## Cold tyres

The tyre pressure must be checked when the tyres are cold. Tyres are considered cold when they have the same temperature as the surrounding air. This temperature is normally reached when the car has been parked for at least three hours.

After having driven approximately 1.6 km (1 mile) these tyres are considered as warm. If you have to drive further than this to inflate the tyres, first check and record the tyre pressure and inflate to a suitable tyre pressure when you arrive at the pump.

When the outside temperature changes, the tyre pressure also changes. A decrease in temperature of 10 degrees causes the tyre pressure to decrease 7 kPa (1 psi). Check the tyre pressure regularly and adjust to the correct pressure, which is specified on the car's tyre information decal or certification label.

If you check the tyre pressure when the tyres are warm then you must never release any air.

The tyres are warm due to driving and it is normal for the pressure to increase above the recommended pressure for cold tyres. A warm tyre with tyre pressure equal to or below the recommendation for cold tyres may have a pressure that is far too low.

## Related information

- Adjusting tyre pressure (p. 602)
- Recommended tyre pressure (p. 603)
- System for tyre pressure monitoring (p. 604)
- Tyres (p. 592)

## WARNING

- Tyre pressure that is too low is the most common cause of tyre failure and may result in serious cracks in the tyre, the tread loosening or the tyre exploding, with unexpected loss of control of the car and increased risk of personal injury.
- Tyres with pressure that is too low reduce the load capacity of the car.

# Adjusting tyre pressure

Tyre pressure decreases over time, this is a natural phenomenon. The tyre pressure must therefore sometimes be adjusted in order to maintain the recommended tyre pressure.

Use the recommended tyre pressure for cold tyres in order to maintain good tyre performance and even tread wear.

1. Remove the cap from the valve on one tyre and then press the tyre pressure gauge firmly down onto the valve.
2. Inflate the tyres to the correct pressure, see the decal on the door pillar on the driver's side showing the recommended pressure for factory fitted tyres.
3. Refit the dust cap.
4. Check the tyres visually for any implanted nails or other objects that could puncture the tyre and cause leakage.
5. Check the sidewalls for any cavities, cuts, bumps or other irregularities.
6. Repeat this for all tyres.

## Related information

- Recommended tyre pressure (p. 603)
- Checking tyre pressure (p. 601)
- Inflating tyres with compressor from the puncture repair kit (p. 624)
- Approved tyre pressures (p. 722)

## NOTE

- To avoid incorrect tyre pressure, the pressure should be checked on cold tyres. "Cold tyres" means the tyres are the same temperature as the ambient temperature (approx. 3 hours after the car has been driven). After a few kilometres of driving, the tyres warm up and the pressure increases.
- After a tyre has been inflated, always refit the dust cap in order to avoid damage to the valve from gravel, dirt, etc.
- Use only plastic dust caps or genuine Polestar dust caps.
- If you have over-inflated, release air by pressing in the metal pin in the centre of the valve. Then check the pressure again using the tyre pressure gauge.

Some spare wheels<sup>251</sup> require a higher tyre pressure than other tyres. Check in the tyre pressure table or on the tyre pressure label.



# Recommended tyre pressure

The tyre pressure label on the driver's side door pillar shows which pressures the tyres should have at different loads and speed conditions.



*Tyre pressure label location*

The decal displays the designation for the factory-fitted tyres on the car, as well as load limits and tyre pressure.

## Improved economy with ECO pressure

For a light load (max. 3 people) and a speed of up to 160 km/h (100 mph), the ECO pressures can be chosen for more economical energy consumption. However, the lower comfort pressures are recommended instead if improved noise and travelling comfort are desired.

## Recommendations for long-term storage

Recommended tyre pressure for long-term storage is 330 kPA (48 PSI). Check the tyre pressure and adjust to the correct pressure, which is specified on the car's tyre information decal or certification label.

## Related information

- Checking tyre pressure (p. 601)
- Approved tyre pressures (p. 722)


## NOTE

It is not intended that the decals illustrated in the Manual should be exact replicas of those in the car. They are included to show their approximate appearance and locations in the car. The information that applies to your particular car can be found on the decal on the car.

# System for tyre pressure monitoring

The tyre pressure monitoring system<sup>252253</sup>, gives a warning with an indicator symbol in the driver display when the pressure in one or more of the car's tyres is too low.



This symbol illuminates to indicate low tyre pressure. Check the tyre pressure in the centre display by pressing  More and Car status.

If there is a fault in the system the tyre pressure warning symbol flashes for approximately one minute and then remains illuminated.

## System description

The tyre pressure monitoring system measures differences in rotation speed between the different wheels via the ABS system in order to be able to determine whether they have the correct tyre pressure. If the tyre pressure is too low, the tyre's diameter is changed and, as a result, so is its rotation speed. By comparing the tyres with each other the system can determine whether one or more tyres have pressure that is too low.

## General information on the tyre monitoring system

In the information below, the tyre monitoring system is referred to generically as TPMS.

Each tyre, including the spare wheel<sup>\*254255</sup>, should be checked once a month. When checking, the tyre should be cold and have the air pressure recommended by the car manufacturer specified on the tyre pressure label or in the tyre pressure table. If the car has tyres of a different size than that recommended by the manufacturer, find out what the correct air pressure level is for these.

As an extra safety feature, the car is equipped with a tyre pressure monitoring system (TPMS), which shows when the air pressure in one or more tyres is too low. When the indicator sym-

bol for low air pressure is lit, stop and check the tyres as soon as possible and inflate to the correct air pressure.

Driving with tyres that have tyre pressure that is too low may cause the tyre to overheat, which can cause a tyre failure. Low tyre pressure also reduces fuel efficiency as well as tyre service life, and can affect car handling and stopping ability. Note that TPMS does not replace regular tyre maintenance. It is the driver's responsibility to maintain correct tyre pressure, even if the limit for low tyre pressure has not been reached so that the indicator symbol illuminates.

The car is also equipped with a TPMS system fault indicator, which indicates when the system is not functioning correctly. The TPMS system fault indicator is combined with the indicator symbol for low tyre pressure. When the system detects a fault, the symbol in the driver display will flash for about one minute and then remain illuminated. This procedure will be repeated when the car is started until the fault has been rectified. When the symbol is illuminated, the system's ability to detect or warn of low tyre pressure may be affected.

A TPMS system fault can occur for several reasons, such as after changing to a spare wheel, or changing tyres or wheels that prevent TPMS from functioning correctly.

Always check the indicator symbol for TPMS after changing one or more tyres in order to ensure the new tyre or wheel is working correctly with TPMS.

## To bear in mind

- Always save a new tyre pressure in the system after changing a wheel or adjusting tyre pressure.
- The use of snow chains may affect the tyre pressure monitoring system. This is indicated by a symbol and message in the driver display. When the snow chains are removed, all tyres should be checked and adjusted to the

252 Indirect Tyre Pressure Monitoring System (iTPMS)

253 Tyre Pressure Monitoring System (TPMS)

254 Not available on all models.

255 The car is not equipped with spare wheel.

## Saving new reference value for tyre pressure monitoring

recommended tyre pressure. After that, the new tyre pressure needs to be saved in the tyre pressure monitoring system.

- If you change to tyres of a different size to the ones fitted at the factory, the system must be reset by storing a new tyre pressure for these tyres to avoid false warnings.
- If a spare wheel is used, it is possible that the tyre pressure monitoring system does not work correctly due to the differences between the wheels.
- The system does not replace the need for regular tyre inspection and maintenance.
- It is not possible to switch off the tyre pressure monitoring system.

### Related information

- Recommended tyre pressure (p. 603)
- See tyre pressure status in the centre display (p. 606)
- Rectifying a warning for low tyre pressure (p. 607)
- Saving new reference value for tyre pressure monitoring (p. 605)
- Tyre pressure monitoring messages (p. 608)


### WARNING

- Incorrect tyre pressure may lead to tyre failure, which could result in the driver losing control of the car.
- The system cannot indicate sudden tyre damage in advance.

In order for the system for tyre pressure monitoring<sup>256257</sup> to work correctly, a reference value for the tyre pressure must be saved. This must take place every time the tyres are changed or the tyre pressure is changed so that the system can warn about low pressure correctly.

For example, when driving with a heavy load or at high speed above 160 km/h (100 mph), the tyre pressure should be adjusted in accordance with Polestar's recommended tyre pressure values. The system is then reset by saving a new tyre pressure.

Perform the following procedure to store a new tyre pressure as a reference value in the system:

1. Switch off the car.
2. Inflate the tyres to the correct pressure, see the decal on the door pillar on the driver's side showing the recommended pressure for factory fitted tyres.
3. Start the car.
4. Press  in the centre display.
5. Press More.
6. Press Car status.
7. Press Store pressure. The car must be running and stationary when storing a tyre pressure.
8. The tyre pressure must be saved after adjusting the tyre pressure or changing the tyres. Adjust the tyre pressure to the recommended values and press Confirm to save the tyre pressure.

## See tyre pressure status in the centre display

9. Drive the car until the new tyre pressure has been saved. The new tyre pressure is stored when the car is driven at a speed above 35 km/h (22 mph).
  - > When sufficient data have been collected for the system to be able to detect low tyre pressure, the animation showing storage progress for a new reference value disappears from the centre display.

If storing fails, a message is shown.

### Related information

- Recommended tyre pressure (p. 603)
- Adjusting tyre pressure (p. 602)
- See tyre pressure status in the centre display (p. 606)
- Rectifying a warning for low tyre pressure (p. 607)
- System for tyre pressure monitoring (p. 604)
- Starting the car (p. 448)


### NOTE

- The Store pressure button is used to save new reference values for tyre pressures in the tyre pressure monitoring system. For safety reasons, it is only available (selectable) when the car is stationary and the motor is running.
- To avoid mistaken activation of the Store pressure function, it is necessary to confirm in a second step that the tyre pressure should be saved.

With the system for tyre pressure monitoring<sup>258259</sup>, tyre pressure status can be viewed in the centre display.

### Checking status

Several minutes driving above 35 km/h (22 mph) are required for the system to become active.

1. Press  in the centre display.
2. Press More.
3. Tap on Car status to view the tyre pressure status.

### Related information

- Saving new reference value for tyre pressure monitoring (p. 605)
- Rectifying a warning for low tyre pressure (p. 607)
- System for tyre pressure monitoring (p. 604)
- Tyre pressure monitoring messages (p. 608)

# Rectifying a warning for low tyre pressure

When the system for tyre pressure<sup>260/261</sup> warns that tyre pressure is too low, action is required.



Check and rectify the tyre pressure when the indicator symbol for the system is illuminated and a message for low tyre pressure is shown.

1. Switch off the car.
2. Check the tyre pressure in all four tyres with a tyre pressure gauge.
3. Inflate the tyres to the correct pressure, see the decal on the door pillar on the driver's side showing the recommended pressure for factory fitted tyres.
4. Always save a new tyre pressure in the system via the centre display after the tyre pressure has been adjusted.

Note that the indicator symbol does not extinguish until the low tyre pressure has been rectified and storing a new tyre pressure has been started.

Several minutes of driving are required at a speed above 35 km/h (22 mph) in order for the system to be able to store the new reference value.

## Related information

- Recommended tyre pressure (p. 603)
- Adjusting tyre pressure (p. 602)
- Saving new reference value for tyre pressure monitoring (p. 605)
- See tyre pressure status in the centre display (p. 606)
- System for tyre pressure monitoring (p. 604)
- Inflating tyres with compressor from the puncture repair kit (p. 624)

## WARNING

- Incorrect tyre pressure may lead to tyre failure, which could result in the driver losing control of the car.
- The system cannot indicate sudden tyre damage in advance.

## NOTE

- To avoid incorrect tyre pressure, the pressure should be checked on cold tyres. "Cold tyres" means the tyres are the same temperature as the ambient temperature (approx. 3 hours after the car has been driven). After a few kilometres of driving, the tyres warm up and the pressure increases.
- After a tyre has been inflated, always refit the dust cap in order to avoid damage to the valve from gravel, dirt, etc.
- Use only plastic dust caps or genuine Polestar dust caps.

# Tyre pressure monitoring messages

A number of messages regarding the tyre pressure monitoring system<sup>262263</sup> can be displayed. Here are some examples.

Centre display: Tyre pressure low. Check left front tyre, store pressure after filling.	The tyre's pressure is too low. Stop and check/rectify the tyre pressure by inflating as soon as possible <sup>A</sup> .
Centre display: Tyre pressure low. Check all tyres, store pressure after filling.	The pressure is too low in two or more tyres. Stop and check/rectify the tyre pressures by inflating as soon as possible <sup>A</sup> .
Centre display: Storing pressure is required due to updated software	The software has been updated and the tyre pressure needs to be saved again. Check the tyre pressures and inflate if necessary.
Driver display: TPMS unavailable Open Car Status app to Store Pressure	The indicator symbol flashes and changes to constant glow after approximately 1 minute. See car status in the centre display for more information.
Driver display: Tyre pressure low Check Car Status app in center display	The indicator symbol switches on to indicate that there is low tyre pressure in one or more tyres. See car status in the centre display for more information.

Driver display: Tyre pressure system Temporarily unavailable	The indicator symbol flashes and changes to constant glow after approx. 1 minute. The system is currently unavailable, activated shortly.
Driver display: Tyre pressure system Service required	The indicator symbol flashes and changes to constant glow after approx. 1 minute. The system is not working correctly, contact Polestar Customer Support.

A Always save a new tyre pressure in the system after the tyre pressure has been adjusted.

## Related information

- System for tyre pressure monitoring (p. 604)
- Saving new reference value for tyre pressure monitoring (p. 605)
- Rectifying a warning for low tyre pressure (p. 607)
- Polestar support (p. 11)

# Changing wheel\*

Wheel changes must always be performed correctly. Instructions on how a wheel is removed and mounted and what is important to remember are provided below. Check that the tyre dimension is approved for use on the car.

The car is not equipped with spare wheel.

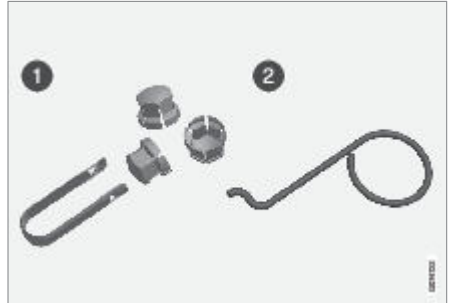
## Removing a wheel

Read through the instructions below before you start. Take out the tools needed before jacking up the car. Use tools that are designed for your car model.

1. Activate the hazard warning flashers and set out a warning triangle if a wheel shall be changed in a trafficked location.  
Activate the hazard warning flashers if a wheel has to be changed in a busy location.
2. Ensure that the parking brake is activated.
3. Chock in front of and behind the wheels that remain on the ground. Use, for example, heavy wooden blocks or large stones.
4. Screw together the towing eye with the wheel wrench<sup>264</sup> until the stop position. The towing eye must be screwed into the wheel wrench as far as it will go.



5. Depending on rim equipment:



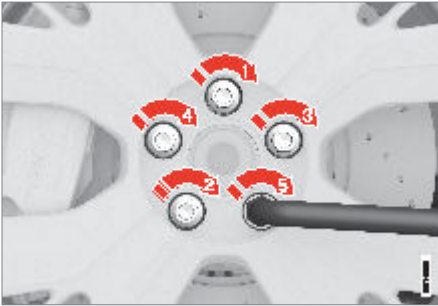
- ① Tool for removing the plastic caps on the wheel nuts.
  - ② Tool for removing the wheel bolt cap in the centre. Insert the tool into the hole in the middle of the wheel bolt cap and pull to remove the cap.
6. With the car still on the ground, use the wheel wrench/towing eye to undo the wheel bolts  $\frac{1}{2}$ -1 turn. Push the wheel bolt wrench/towing eye (anticlockwise) to prevent personal injury.
  7. Follow the instructions on how to jack up the car safely.
  8. Raise the car high enough to allow the wheel to be removed to move freely. Remove the wheel bolts and lift off the wheel.

## Mounting a wheel

The car needs to be raised high enough so that the wheel to be loosened can roll freely.

1. Clean the surfaces between wheel and hub.
2. Put on the wheel. Tighten the wheel bolts thoroughly.  
Do not use lubricant on the threads of the wheel bolts.

3. Lower the car so that the wheels cannot rotate.
4. Tighten the wheel bolts crosswise. It is important that the wheel bolts are tightened properly. Tighten to 140 Nm (103 foot-pound). Check the tightening torque with a torque wrench.



5. Depending on tyre equipment:
  - Place the wheel bolt cap back over the wheel nuts by making sure it fits using guide markers, then press it into place.
  - Refit the plastic caps over the wheel bolts.
6. Check the tyre pressure and save the new tyre pressure in the system for tyre pressure monitoring\*.

#### Related information

- Raising the car (p. 648)
- Jack\* (p. 614)
- Wheel bolts (p. 615)
- Saving new reference value for tyre pressure monitoring (p. 605)

## WARNING

- If a wheel must be changed in a trafficked environment, passengers must stand in a safe place.
- Use a jack<sup>265</sup> designed for the car when changing wheels. Use supports to secure the car for all other work.
- Never crawl under the car or reach under with a part of your body when it is raised on a jack.
- Passengers must leave the car when it is raised on the jack.
- The wheel bolts may need to be re-tightened several days after the change. Temperature differences and vibration may mean that they are not attached equally as tightly.



# Spare wheel

## IMPORTANT

- Use a jack<sup>266</sup> designed for the car. If a jack is included with the car, or is purchased as a spare part, it is only designed for occasional, short-term use, such as when changing a wheel after a puncture. If the car is to be jacked up more often, or for a longer time than is required just to change a wheel, use of a garage jack is recommended. In this instance, follow the instructions for use that come with the equipment.
- When the jack is not in use, it should be stored in the foam block in the front luggage compartment.<sup>267</sup> The jack is screwed down to the correct position to fit the space.

## NOTE

- After a tyre has been inflated, always refit the dust cap in order to avoid damage to the valve from gravel, dirt, etc.
- Use only plastic dust caps or genuine Polestar dust caps.

The spare wheel, the Temporary Spare type, can be used to temporarily replace a punctured normal wheel.

The spare wheel is only designed for temporary use. Replace it with a normal wheel as soon as possible.

The car's driving characteristics can be changed when the spare wheel is used and the ground clearance is reduced. Do not wash the car in an automatic car wash if the Temporary Spare is being used.

Recommended tyre pressure must be maintained regardless of the position of the temporary spare wheel on the car.

If the spare wheel is damaged, a new one can be purchased from a delivery centre.

## Related information

- Changing wheel\* (p. 609)
- Checking tyre pressure (p. 601)
- Handling the spare wheel (p. 613)

<sup>266</sup> Depending on market, the jack is not always standard equipment. For jack recommendations, contact Polestar Customer Support.

<sup>267</sup> For Polestar 2 BST edition 250, the jack is placed under the floor hatch in the luggage compartment.

## WARNING

- Never drive faster than 80 km/h (50 mph) with a spare wheel fitted to the car.
- The car must never be driven with more than one Temporary Spare type spare wheel fitted.
- The car may have different driving characteristics while driving with the spare wheel. The spare wheel must be replaced with a normal wheel as soon as possible.
- The spare wheel is smaller than the normal wheel, which affects the car's ground clearance. Pay attention to high kerbs and do not wash the car in an automatic car wash.
- Follow the tyre pressures recommended by the manufacturer for the spare wheel.
- On all-wheel drive cars, the drive on the rear axle can be disengaged.
- Snow chains cannot be used at the same time as the spare wheel is fitted on the front axle.
- The spare wheel must not be repaired.

## IMPORTANT

The car must not be driven with tyres of different dimensions or with a spare tyre other than the one the car is approved for. Using tyres of different dimensions can cause serious damage to the car's transmission due to the different rolling circumferences.

Cars designed for different front and rear tyre or wheel dimensions must have the same type and make of tyres on the front and rear axles.

# Handling the spare wheel

Follow these instructions for handling the spare wheel.

The spare wheel is stored in a bag and must be secured with two straps on the floor of the cargo area while driving. The straps must be tensioned crosswise over the wheel and attached in the car's four load retaining eyelets.

Tools for changing wheels are located in the car's storage compartment under the bonnet.

### Related information

- Spare wheel (p. 611)
- Changing wheel\* (p. 609)
- Checking tyre pressure (p. 601)

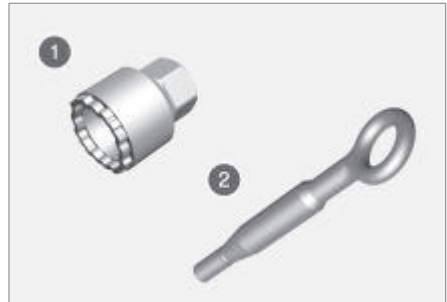
# Tool kit

Tools that can be useful during towing, wheel changes or similar are stored in the car's storage compartment under the bonnet.



Examples of tools that may be in the car.

- ① Jack
- ② Wheel wrench and towing eye



Examples of tools that may be in the car<sup>268</sup>.

- ① Tool for lockable wheel bolts
- ② Towing eye

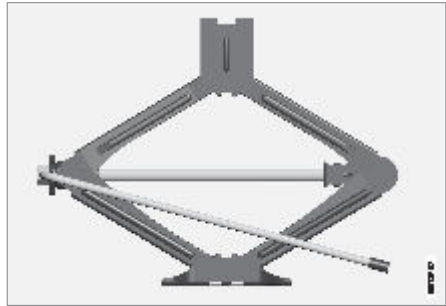
### Related information

- Changing wheel\* (p. 609)
- Jack\* (p. 614)
- Wheel bolts (p. 615)

## Jack\*

- Emergency puncture repair kit (p. 619)
- Fitting and removing the towing eye (p. 497)

The jack can be used to raise the car, for example, to change to a wheel.



The car is not equipped with spare wheel.

### Related information

- Changing wheel\* (p. 609)
- Tool kit (p. 613)
- Raising the car (p. 648)

# Wheel bolts

## IMPORTANT

- Use a jack<sup>269</sup> designed for the car. If a jack is included with the car, or is purchased as a spare part, it is only designed for occasional, short-term use, such as when changing a wheel after a puncture. If the car is to be jacked up more often, or for a longer time than is required just to change a wheel, use of a garage jack is recommended. In this instance, follow the instructions for use that come with the equipment.
- When the jack is not in use, it should be stored in the foam block in the front luggage compartment.<sup>270</sup> The jack is screwed down to the correct position to fit the space.

Wheel bolts are used to attach the wheels to the hubs.

Only use rims that are tested and approved by Polestar and which are Polestar genuine accessories.

Check the tightening torque of the wheel bolts with a torque wrench.

Do not use lubricant on the threads of the wheel bolts.

### Locking wheel bolts\*

To loosen or tighten the lockable wheel bolts – turn the wrench in the lock bolt until it fully engages in the code grooves. Always start with the lockable wheel bolts if the wheel shall be removed. When fitting the wheel, finish with the lock screw.

Use a wheel wrench adapted for the car. If you have a wheel wrench<sup>271</sup>, it should be kept in its designated spot in the storage compartment under the bonnet when not in use.

### Related information

- Changing wheel\* (p. 609)

## WARNING

The wheel bolts may need to be re-tightened several days after the change. Temperature differences and vibration may mean that they are not attached equally as tightly.

269 Depending on market, the jack is not always standard equipment. For jack recommendations, contact Polestar Customer Support.

270 For Polestar 2 BST edition 250, the jack is placed under the floor hatch in the luggage compartment.

271 Depending on market, the wheel wrench is not always standard equipment.

# Winter tyres

## IMPORTANT

- The wheel bolts must be tightened to 140 Nm. (103 foot-pound). Overtightening or loose tightening may damage the nuts and the bolts.
- Remember not to use bending force when you loosen/tighten the wheel bolts. This could damage the code groove in the lock bolt and the wheel wrench and so make it impossible to fit/remove the wheel.

Winter tyres are adapted for winter road conditions.

Polestar recommends winter tyres with particular dimensions. Tyre dimensions are dependent on electric motor variant. When driving on winter tyres, the correct type of tyres must be fitted to all four wheels.

Contact Polestar Customer Support for advice on the most suitable wheel rim and tyre types to use.

### Tips for changing to winter tyres

When summer and winter wheels are changed, mark which side of the car they were mounted on, for example L for left and R for right.

### Studded tyres

Studded winter tyres should be run in gently for 500-1000 km (300-600 miles), so the studs settle properly into the tyres. This gives the tyre, and especially the studs, a longer service life.

### Tread depth

Road conditions with ice, slush and low temperatures place considerably higher demands on tyres than summer conditions. Polestar therefore recommends not to drive on winter tyres that have a tread depth of less than 4 mm (0.15 inches).

### Related information

- Changing wheel\* (p. 609)
- Winter driving (p. 479)
- Tread wear indicators on the tyres (p. 596)
- Approved wheel and tyre sizes (p. 721)
- Polestar support (p. 11)

## Snow chains\*

### NOTE

Legal regulations for the use of studded tyres may vary. Always comply with local regulations and laws.

Use of snow chains and/or winter tyres can help to improve the traction in winter conditions.

Polestar recommends that snow chains are not used on wheel dimensions greater than 20 inches.

Snow chains must only be used on the front wheels (also applies to all-wheel drive cars).

You can get more information on snow chains from Polestar Customer Support.

### Related information

- Winter driving (p. 479)
- Polestar support (p. 11)
- Important - Use snow chains (p. 618)

### WARNING

Use Polestar genuine snow chains or equivalent chains designed for the car model, and tyre and rim dimensions. Only single-sided snow chains are permitted.

In the event of uncertainty about the snow chain – contact Polestar Customer Support. The wrong snow chains may cause serious damage to the car and lead to an accident.

Using snow chains may result in malfunction of the tyre pressure monitoring system<sup>\*272273</sup>.

# Important - Use snow chains

## IMPORTANT

Snow chains can be used on the car with the following restrictions:

- Always follow the mounting instructions from the manufacturer carefully. Fit the chains as tensioned as possible and tension them at regular intervals.
- In some cases, snow chains must NOT be used, such as if accessory, after-market or "special" tyres and wheels are fitted that have a different size to the original tyres and wheels. Sufficient distance must be maintained between the chains and brakes, suspension and body components.
- Check local regulations with regard to using snow chains before fitting them.
- Never exceed the chain manufacturer's specified maximum speed. You must never exceed 50 km/h (30 mph) under any circumstances.
- Avoid bumps, holes or sharp turns when driving with snow chains.
- Avoid driving on bare ground as this wears out both the snow chains and tyres.
- Driving with snow chains may have a negative effect on the car's driving characteristics. Avoid fast or sharp turns, as well as braking with locked wheels.
- Some types of chain that are firmly tensioned affect brake components and must therefore NOT be used.

Important information to read about snow chains.

- Use snow chains that are the correct size in relation to the tyres.
- Practice fitting the snow chains before the onset of winter.
- Always attach the same chains on the left and right-hand tyres.
- Make sure there is enough space between the snow chain and the car's body (contact Polestar Customer Support for more information).
- Fit and remove the snow chains in a safe place.
- If you need to move the car while you are fitting/removing the snow chains, do not let the tyres drive over the chain's attachments.
- Once you have fitted the snow chains, drive the car about 200 metres and check if you notice any abnormal noise or vibration. Stop the car in a safe place and check again that the chains are firmly attached.
- Never drive faster than 50 km/h (30 mph) with snow chains.
- Always avoid sudden starting, acceleration, stopping and turning, as well as skidding with snow chains.
- If you notice abnormal noise and vibration when using snow chains, park the car in a safe place and check the chains.
- Do not drive the car for a long time with snow chains on surfaced roads that are not covered with snow.

### Related information

- Winter driving (p. 479)
- Polestar support (p. 11)



# Punctures

Activate the hazard warning flashers if the car has a puncture in a trafficked environment.

Think about safety. If possible, move the car out of danger from traffic. Call roadside assistance if necessary.

If possible, exit the car from the side with least traffic.

Put on a reflective vest and then position the warning triangle so that other road users are warned in good time.

## Dealing with a puncture

The car is equipped with an emergency puncture repair kit<sup>274</sup> for temporary tyre repair, read the instructions prior to use.

## Related information

- Hazard warning flashers (p. 191)
- Warning triangle (p. 640)
- Recovery (p. 499)
- Towing (p. 496)
- Emergency puncture repair kit (p. 619)
- Roadside assistance with Polestar Connect (p. 544)

# Emergency puncture repair kit

The emergency puncture repair kit, (TMK<sup>275</sup>) is used to seal a puncture as well as to check and adjust the air pressure in the tyre.

The puncture repair kit consists of a compressor and a bottle with sealing fluid. The sealing works as a temporary repair.

## Location

The emergency puncture repair kit is located in the storage compartment under the bonnet.<sup>276</sup>



## Sealing fluid expiry date

The bottle of sealing fluid must be replaced if the bottle's expiry date has passed (see the decal on the bottle). Treat the old bottle as environmentally hazardous waste.

## Related information

- Using a puncture repair kit (p. 620)
- Inflating tyres with compressor from the puncture repair kit (p. 624)
- Tyres (p. 592)

<sup>274</sup> Temporary Mobility Kit

<sup>275</sup> Temporary Mobility Kit

<sup>276</sup> For Polestar 2 BST edition 250, the emergency puncture repair kit is placed under the floor hatch in the luggage compartment.

# Using a puncture repair kit

## WARNING

### California Proposition 65

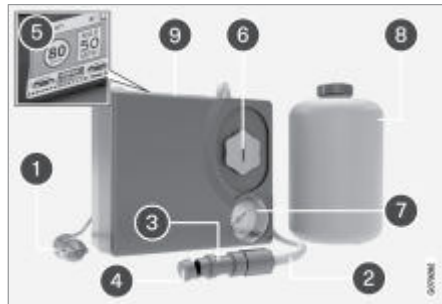
When you use or perform service or maintenance on a passenger vehicle, you may be exposed to chemicals, including exhaust gases, carbon monoxide, phthalates and lead, which are known in the State of California to cause cancer, birth defects or other reproductive harm. Minimise the exposure by avoiding the inhalation of exhaust gases, not running at idling speed more than necessary, servicing the vehicle in a well-ventilated area and wearing gloves or washing your hands frequently when you service the vehicle. More information is available at [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle).

## NOTE

- The sealing fluid is effective at sealing tyres with tread punctures, but should not be used to seal tyres with sidewall punctures. Do not use the emergency puncture repair kit on tyres displaying larger slits, cracks or similar damage.
- The compressor is intended for temporary emergency puncture repair and is approved by Polestar.

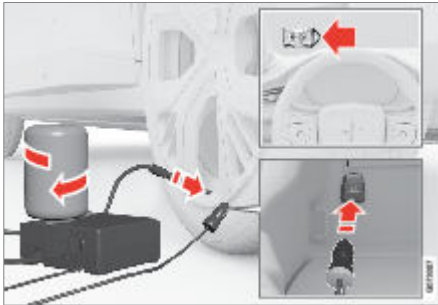
The emergency puncture repair kit (TMK<sup>277</sup>) can be used to seal a puncture. Read through all instructions prior to use.

### Overview



- ① Electrical cable
- ② Air hose
- ③ Pressure reducing valve
- ④ Protective cap
- ⑤ Label, maximum permitted speed
- ⑥ Bottle holder (orange cap)
- ⑦ Pressure gauge
- ⑧ Sealing fluid bottle
- ⑨ Switch

## Connecting



1. Preparations  
Set up the warning triangle and activate the hazard warning lights if a tyre is being sealed in a trafficked location.  
Activate the hazard warning flashers if a tyre shall be sealed at a trafficked location.  
If the puncture was caused by a nail or similar, allow this to remain in the tyre. It helps to seal the hole.
2. Detach the decal for maximum permitted speed that is affixed on one side of the compressor. Affix it visibly on the windscreen as a reminder to observe the speed limit. You should not drive faster than 80 km/h (50 mph) after the emergency tyre repair kit has been used.
3. Check that the switch is in position 0 (Off), and locate the electrical cable and the air hose.
4. Unscrew the orange-coloured cap from the compressor, and unscrew the cork from the sealing fluid bottle.
5. Screw in the bottle to the bottom of the bottle holder.  
The bottle and the bottle holder are equipped with a reverse catch to prevent sealant leakage. When the bottle is screwed in it cannot be unscrewed from the bottle holder again. The bottle has to be removed at a workshop – contact Polestar Customer Support.
6. Unscrew the tyre's dust cap and screw in the air hose's valve connection to the bottom of the thread on the tyre's air valve.  
Check that the pressure reducing valve on the air hose is fully screwed in.
7. Begin puncture repair  
Connect the electrical cable to the closest 12 V socket and start the car. Make sure that none of the other 12 V sockets is being used when the compressor is operating.
8. Start the compressor by flicking the switch to position I (On).  
When the compressor starts, the pressure can increase up to 6 bar (88 psi), but the pressure drops after about 30 seconds.
9. Inflate the tyre for 7 minutes.
10. Switch off the compressor to check the pressure on the pressure gauge. Minimum pressure is 1.8 bar (22 psi) and maximum is 3.5 bar (51 psi). Release air using the pressure reducing valve if the tyre pressure is too high.
11. Switch off the compressor and detach the electrical cable.
12. Unscrew the air hose from the tyre valve and refit the dust cap on the tyre.
13. Fit the protective cap on the air hose in order to avoid leakage of the remaining sealing fluid. Place the equipment in the cargo area.

14. As soon as possible, drive at least 3 km (2 miles) at a maximum speed of 80 km/h (50 mph) so that the sealing fluid can seal the tyre, and then perform a follow-up check.
15. Follow-up inspection  
Connect the air hose on the tyre valve and screw in the valve connection to the bottom of the tyre valve's thread. The compressor must be switched off.
16. Read the tyre pressure on the pressure gauge.
  - If it is below 1.3 bar (19 psi) then the tyre is insufficiently sealed. The journey should not be continued. Call roadside assistance for recovery.
  - If the tyre pressure is higher than 1.3 bar (19 psi), the tyre must be inflated to the pressure specified in accordance with the tyre pressure label on the driver's side door pillar (1 bar = 100 kPa = 14.5 psi). Release air using the pressure reducing valve if the tyre pressure is too high.

Polestar recommends that the car is driven to the nearest workshop<sup>278</sup> for replacement/repair of the damaged tyre. Advise the workshop that the tyre contains sealing fluid.

The sealing fluid bottle and hose must be replaced after use – contact Polestar Customer Support.

#### Related information

- Recommended tyre pressure (p. 603)
- Emergency puncture repair kit (p. 619)
- Inflating tyres with compressor from the puncture repair kit (p. 624)
- Polestar support (p. 11)

## WARNING

- Please keep the following points in mind when using the tyre sealing system:
  - The sealing fluid bottle contains 1) rubber latex, natural and 2) ethane-diol. These substances are harmful if swallowed.
  - The contents of this bottle may cause allergic skin reactions or otherwise be potentially harmful to the respiratory tract, the skin, the central nervous system, and the eyes.

#### Precautions:

- Store out of the reach of children.
- Harmful if ingested.
- Avoid prolonged or repeated contact with the skin. If sealing fluid has come into contact with your clothes, remove them.
- Wash thoroughly after handling.

#### First aid:

- **Skin:** Wash affected areas of skin with soap and water. Get medical attention if symptoms occur.
- **Eyes:** Flush with plenty of water for least 15 minutes, occasionally lifting the upper and lower eyelids. Get medical attention if symptoms occur.
- **Inhalation:** Move the exposed person to fresh air. If irritation persists, get medical attention.
- **Ingestion:** Do NOT induce vomiting unless directed to do so by medical personnel. Get medical attention.

## WARNING

- Disposal: Dispose of this material and its container at a hazardous or special waste collection point.
- Do not remove the bottle or air hose when the puncture repair kit is being used.
- Do not unscrew the bottle, it is equipped with a reverse catch to prevent leakage.
- Do not leave children in the car without supervision when the car is running.
- Never stand next to the tyre when the compressor is running. If cracks or unevenness arise then the compressor must be switched off immediately. The journey should not be continued. Call roadside assistance for recovery to a tyre centre. It is recommended that you contact Polestar Customer Support.
- If the pressure is below 1.8 bar (22 psi) then the hole in the tyre is too big. The journey should not be continued. Call roadside assistance for recovery to a tyre centre. It is recommended that you contact Polestar Customer Support.
- Sealant will spurt out of the puncture during the first few rotations of the tyre. Make sure that nobody is standing near the car and gets the sealing fluid splashed onto them when the car is driven away. The distance should be at least 2 metres (7 feet).
- Check the tyre pressure regularly.

## WARNING

- Maximum mileage with tyres containing sealing fluid is 200 km (120 miles).

## IMPORTANT

The compressor must not be operated for longer than 10 minutes - risk of overheating.

## NOTE

- Do not break the bottle's seal before use. The seal is broken automatically when the bottle is screwed in.
- After a tyre has been inflated, always refit the dust cap in order to avoid damage to the valve from gravel, dirt, etc.
- Use only plastic dust caps or genuine Polestar dust caps.
- The compressor is an electrical device. Follow local regulations related to waste management.

# Inflating tyres with compressor from the puncture repair kit

The car's original tyres can be inflated using the compressor in the emergency puncture repair kit.

1. The compressor must be switched off. Make sure that the switch is in position 0 (Off), and take out the electrical cable and the air hose.
2. Unscrew the tyre's dust cap and screw in the air hose's valve connection to the bottom of the thread on the tyre's air valve.  
Check that the pressure reducing valve on the air hose is fully screwed in.
3. Connect the electrical cable to the nearest 12 V socket and ensure that the 12 V socket supplies current.
4. Start the compressor by flicking the switch to position I (On).
5. Inflate the tyre to the pressure specified on the tyre pressure label on the driver side door pillar. Release air using the pressure reducing valve if the tyre pressure is too high.
6. Switch off the compressor. Detach the air hose and the electrical cable.
7. Refit the dust cap on the tyre.

## Related information

- Using electrical sockets (p. 632)
- Usage modes (p. 450)
- Recommended tyre pressure (p. 603)
- Using a puncture repair kit (p. 620)
- Emergency puncture repair kit (p. 619)

## IMPORTANT

The compressor must not be operated for longer than 10 minutes - risk of overheating.

## NOTE

- After a tyre has been inflated, always refit the dust cap in order to avoid damage to the valve from gravel, dirt, etc.
- Use only plastic dust caps or genuine Polestar dust caps.
- The compressor is an electrical device. Follow local regulations related to waste management.

## WARNING

Do not leave children in the car without supervision when the car is running.

# Important - Wheels and tyres

Important information to read about wheels and tyres.

- The direction of rotation is indicated by an arrow on the side wall on certain tyres. If the tyres are being switched around, then they must be fitted so that the arrows on all the tyres point in the direction of rotation when the car is driven forward.
- Do not use steel or aluminium wheel rims which are damaged, cracked or deformed, which have extensive corrosion damage or which have been welded or repaired.
- Avoid allowing the sides of the tyres or rims to make contact with the kerb, and avoid driving over objects or bumps in the road, as this may scratch the rims and tyres.
- Avoid sudden starting, acceleration, stopping and turning, as such manoeuvres are very dangerous. Drive in accordance with the road conditions, e.g. slowing down around bends, because of the risk of accidents on slippery roads, e.g. when the road is covered in snow.
- Maintain sufficient distance to vehicles ahead, especially on slippery roads, e.g. when the road is covered in snow.
- If you notice unstable steering or abnormal noise, park the car in a safe place immediately and check the car and tyres. Even if you do not notice anything out of the ordinary you should contact Polestar Customer Support as soon as possible.
- Do not use emergency puncture kits or tyre polish that can adversely affect the tyre.
- When you have changed the type or size of tyre (for example, when switching between summer and winter tyres) you should drive carefully, because the dynamics and driving characteristics of the tyres may have changed.
- Avoid sudden starting, acceleration, stopping and turning when using winter tyres on dry surfaced roads.
- Do not fit tyres so that they come into contact with the body. Never fit tyres are wider than the mudguard because it is considered an

illegal modification. Also check that tyres that are narrower than the mudguard do not come into contact with the inside of the wheel housing or the wing's mud flaps.

- If the tyres are removed from the car, they must be kept out of direct sunlight, rain, water, heat sources and sparks.
- Wheel balancing must be performed for all four tyres simultaneously.
- Check the tightening torque of the wheel bolts or nuts and that the wheel balancers are still in place at regular intervals.
- Avoid automatic car washes as they can scratch aluminium wheel rims. Washing by hand is recommended.

## Related information

- Checking tyre pressure (p. 601)
- Tyres' rotation direction (p. 596)
- Tread wear indicators on the tyres (p. 596)
- System for tyre pressure monitoring (p. 604)
- Emergency puncture repair kit (p. 619)
- Dimension designation for tyre (p. 594)
- Approved wheel and tyre sizes (p. 721)
- Classification of uniform tyre quality (p. 600)
- Tyre terminology (p. 597)
- Designations on the tyre's sidewall. (p. 598)
- Recommendations for loading (p. 636)

# Determining the car's permitted weight

If the car is loaded correctly then you achieve the full potential performance it was designed for.

## Weight designations

Before you load the car you should familiarise yourself with the following terms to determine its permitted weight, with or without trailer, on the FMVSS/CMVSS label (Federal/Canadian Motor Vehicle Safety Standards) and the car's tyre information plate:

### Kerb weight

Weight of the car, including all standard equipment. This does not include passengers, load or extra equipment.

### Load capacity

All weight added to the kerb weight, including load and extra equipment. When a trailer is connected, towball load is also included in the weight of the load.

### Max. axle weight

The maximum permitted weight that can be carried by an individual axle (front or rear). These figures are specified on the FMVSS/CMVSS label (Federal/Canadian Motor Vehicle Safety Standards). The total load on each axle must never exceed its maximum permitted weight.

### Gross vehicle weight (GVW)

The car's kerb weight + load + passengers

## How to determine the correct load capacity

1. Locate the sentence "the combined weight of the occupants and load must never exceed XXX kg or XXX lbs" on the car's plate.
2. Identify the combined weight of driver and passengers travelling in the car.
3. Subtract the weight of driver and passengers from XXX kg or XXX lbs.

4. The result is the available weight for load and luggage. For example, if "XXX" is 1400 lbs and you have five occupants' weighing 150 lbs the available weight for load and luggage is 650 lbs (1400 - 750 (5×150) = 650 lbs.)
5. Identify the combined weight of luggage and load to be loaded in the car. The weight must not exceed the available weight for load and luggage calculated in Step 4.
6. If the car is towing a trailer then the load from the trailer will be transferred to the car. Read in this Manual about how this reduces the car's available weight for load and luggage.

## Related information

- Recommendations for loading (p. 636)

## WARNING

- If permitted axle weight, gross vehicle weight or some other specified weight is exceeded then the tyres may over-heat, which can lead to permanent tyre deformation or total failure.
- Do not use replacement tyres with a carrying capacity lower than the tyres the car was originally equipped with, since this lowers the car's gross vehicle weight classification. Only use tyres with the correct load capacity. You can get more information from Polestar Customer Support.



## Section 17

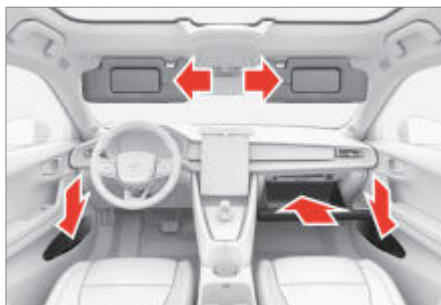
—

Loading, storage and  
passenger  
compartment

# Passenger compartment interior

Overview of the passenger compartment's interior and storage locations.

## Front seat

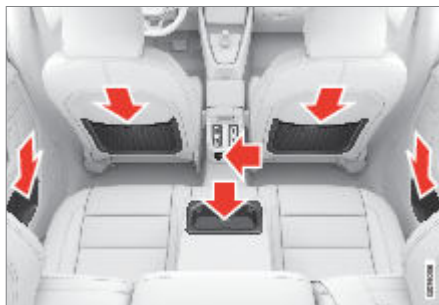


*Storage in the door panel, glovebox with extendable hook and sun visor.*



*Storage compartment in legroom, USB ports beside the wireless phone charger\*, cup holder and storage under the armrest in the tunnel console.*

## Rear seat



*Storage compartment in the door panel, cup holder in the centre seat backrest, storage pocket on the rear of the front seat's backrest\* and USB ports in the tunnel console.*

## Related information

- Electrical sockets (p. 632)
- USB ports (p. 630)
- Using the glovebox (p. 634)
- Sun visors (p. 634)
- Tunnel console (p. 629)

## WARNING

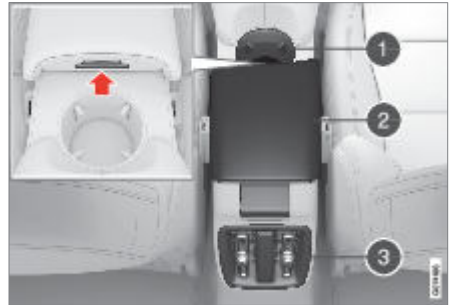
Keep loose objects such as phones, cameras, remote controls for accessories, etc., in the glove compartment or other compartments. Otherwise they may injure people in the car in the event of sudden braking or a collision.

# Tunnel console

## IMPORTANT

Keep in mind that high gloss surfaces, for example, are easily scratched by metal objects. Do not place keys, phones and other items on sensitive surfaces.

The tunnel console is located between the front seats.



- ① Cup holder.
- ② Storage compartment with removable cup holder under the armrest. The armrest can be adjusted for length and opens with a press of the button.
- ③ Climate controls for the rear seat's climate control functions and two USB ports (type C).

### Related information

- Passenger compartment interior (p. 628)
- USB ports (p. 630)
- Electrical sockets (p. 632)
- Climate controls (p. 235)

## WARNING

Keep loose objects such as phones, cameras, remote controls for accessories, etc., in the glove compartment or other compartments. Otherwise they may injure people in the car in the event of sudden braking or a collision.

## USB ports

### IMPORTANT

Keep in mind that high gloss surfaces, for example, are easily scratched by metal objects. Do not place keys, phones and other items on sensitive surfaces.

### NOTE

- One of the detectors for the alarm is located under the tunnel console's cup holder. Avoid leaving coins, keys and other metal objects in the cup holder, since this may trigger the alarm.
- The USB ports can be used to charge a phone or tablet, for example.

There are two USB ports (type C) under the centre display. There are also two USB ports (type C) in the rear part of the tunnel console.



*USB ports (type C), front seat.*



*USB ports (type C) in tunnel console, rear seat.*

The USB ports can be used to charge a phone or tablet, for example.

### Related information

- Use USB ports to charge devices (p. 631)
- Passenger compartment interior (p. 628)
- Using electrical sockets (p. 632)

# Use USB ports to charge devices

The USB ports can be used to charge a phone or tablet, for example.

The USB ports can be used when the car is in comfort or driving mode.

The ports are switched off automatically when the driver leaves the car. If the car remains unlocked or is locked with reduced alarm level, the ports are active for approximately a further 10 minutes.

The ports are switched off automatically when the driver leaves the car. If the car remains unlocked, the ports remain active for a further approx. 10 minutes.

## Use USB ports to charge devices

1. Fold down the cover in front of the port and plug in the accessory's connector.
2. Unplug the accessory's connector and fold up the cover when the port is not in use or is left unattended.

## Technical specification for USB-C port

- Type C socket
- Version 3.1
- Voltage supply 5 V
- Current supply max. 3.0 A

## Related information

- USB ports (p. 630)
- Reduced alarm level (p. 297)
- Usage modes (p. 450)

## WARNING

- Position the accessory so that it is not at risk of injuring the driver or passengers in the event of heavy braking or collision.

## NOTE

Accessories that are connected to the ports may be activated even when the car's electrical system is disconnected or if preconditioning is used. For this reason, disconnect accessories when not in use.

Some devices may become hot during charging. This is normal.

## Electrical sockets

There is a 12 V electrical socket in the cargo area.

Contact Polestar Customer Support if there are any problems with the electrical socket.

### 12 V electrical socket



*12 V electrical socket in cargo area.*

The 12 V socket can be used for various accessories designed for this, such as cooler boxes.

### Related information

- Passenger compartment interior (p. 628)
- Using electrical sockets (p. 632)
- USB ports (p. 630)

## Using electrical sockets

The 12 V socket can be used for various accessories designed for this, such as cooler boxes.

In order for the socket to supply current, the car must be in Comfort or Drive mode.

The socket is switched off automatically when the driver leaves the car. If the car remains unlocked or is locked with reduced alarm level, the socket is active for approximately a further 10 minutes.

The socket is switched off automatically when the driver leaves the car. If the car remains unlocked, the socket continues to be active for approximately a further 10 minutes.

### Using 12 V sockets

1. Fold down the cover in front of the socket and connect the plug for the accessory.
2. Disconnect the plug for the accessory and fold up the cover when the socket is not in use or is left unsupervised.

### Related information

- Electrical sockets (p. 632)
- Passenger compartment interior (p. 628)
- USB ports (p. 630)
- Reduced alarm level (p. 297)
- Usage modes (p. 450)

## WARNING

- Do not use accessories with large or heavy connectors - they can damage the socket or come loose when driving.
- Do not use accessories that can cause interference to the car's radio receiver or electrical system for example.
- Position the accessory so that it is not at risk of injuring the driver or passengers in the event of heavy braking or collision.
- Keep an eye on connected accessories as they can generate heat that can burn passengers or the interior.
  
- Only use accessories that are undamaged and fault-free. The accessories must have a CE marking, UL marking or an equivalent safety marking.
- Never allow sockets, connectors or accessories to come into contact with water or other liquids. Do not touch or use the socket if it appears to be damaged or has come into contact with water or other liquid.
- Do not connect junction sockets, adapters or extension cables to the socket as these can override the socket's safety features.

Failure to follow the advice given above can lead to severe or fatal electric shocks.

## IMPORTANT

The maximum power takeoff is 120 W (10 A).

## NOTE

Accessories that are connected to the electrical socket may be activated even when the car's electrical system is disconnected or if preconditioning is used. For this reason, disconnect contacts when not in use.

## Using the glovebox

The glovebox is located on the passenger side. The printed information can be kept in the glovebox, for example. There is also space for a pen and card holder.



The hook on the glovebox can be folded out when the glovebox is open so that it can then be used when the glovebox is closed.

There is a reflective tabard in the glovebox.

### Related information

- Passenger compartment interior (p. 628)
- Available information (p. 10)

### IMPORTANT

Retract the hook fully before closing the glove box, otherwise it may break.

## Sun visors

There are sun visors in the roof in front of the driver seat and the front seat passenger seat which can be folded down and angled out to the side when necessary.



The mirror light comes on automatically when the cover is opened.

There is a holder for cards or tickets, for example, on the sun visor.

### Related information

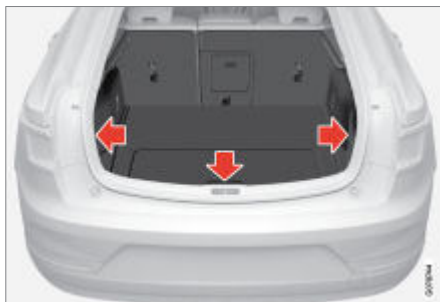
- Passenger compartment interior (p. 628)



# Luggage compartment and cargo area

The car has a flexible cargo area that makes it possible to transport and secure large objects. There is also a front luggage compartment under the bonnet.

## Cargo area



By folding down the backrests in the rear seat, the cargo area can become quite spacious. Use the load retaining eyelets or bag holders available for holding the load securely in place. The parcel shelf can be removed in order to provide space for bulky loads. There is an extra storage space under the cargo area floor.

## Front luggage compartment



There is additional storage space under the bonnet. The car's warning triangle, tool kit, tow-

ing eye and emergency puncture repair kit are in the cargo area.



There is additional storage space under the bonnet. The car's towing eye, tool kit and emergency puncture repair kit are also stored in the luggage compartment.

## Related information

- Recommendations for loading (p. 636)
- Load retaining eyelets (p. 638)
- Opening and closing the bonnet (p. 651)
- Closing and locking the tailgate with the button (p. 259)
- Folding the backrest in the rear seat (p. 219)

# Recommendations for loading

There are a number of things that are important to bear in mind when loading the car.

Payload depends on the car's kerb weight. The total of the weight of the passengers and all accessories reduces the car's payload by a corresponding weight.

## Loading the cargo area

Good things to remember when loading:

- Position the load firmly against the rear seat's backrest.
- Heavy objects should be placed as low as possible. Avoid placing heavy loads on low-ered backrests.
- Cover sharp edges with something soft to avoid damaging the upholstery.
- Secure all loads to the load retaining eyelets with straps or web lashings.

## Extending the cargo area

The rear seat backrests can be folded down to extend the cargo area and simplify loading. Note that no objects should impede the function for the Whiplash Protection System (WHIPS) in the front seats if any of the rear seat backrests are folded down.

A through-load hatch in the rear seat can be folded down when transporting long and narrow loads.

## Related information

- Load retaining eyelets (p. 638)
- Weights (p. 708)
- Whiplash Protection System (p. 44)

## WARNING

- The car's driving properties change depending on the weight and position of the load.
- A loose object weighing 20 kg (44 pounds) can, in a frontal collision at a speed of 50 km/h (30 mph) carry the impact of an item weighing 1000 kg (2200 pounds).
- Leave 10 cm (4 inches) space between the load and the side windows if the car is loaded to above the top edge of the door windows. Otherwise, the intended protection of the inflatable curtain, which is concealed in the headlining, may be compromised.
- Always secure the load. During heavy braking the load may otherwise shift, causing personal injury to the car's occupants.

Cover sharp edges and sharp corners with something soft.

Use the parking brake when loading/unloading long objects.

## Roof load and loading on load holder\*

When loading onto the roof of the car, a load holder recommended by Polestar should be used.

The aim of this is to reduce the risk of damage to the car, and to maintain safety while travelling.

Carefully follow the mounting instruction supplied with the load holder.

- Distribute the load evenly over the load holders. Place the heaviest load at the bottom.
- Check regularly to ensure that the load holders and load are secured properly. Lash the load securely using bungees.
- If the load extends beyond the front of the car – a canoe or kayak, for example – fit the towing eye in its front socket and use that to attach a bungee to.
- The larger the load, the more the car is exposed to the wind, thereby increasing its energy consumption.
- Drive gently. Avoid violent acceleration, heavy braking and hard cornering.

### Related information

- Recommendations for loading (p. 636)
- Weights (p. 708)

### WARNING

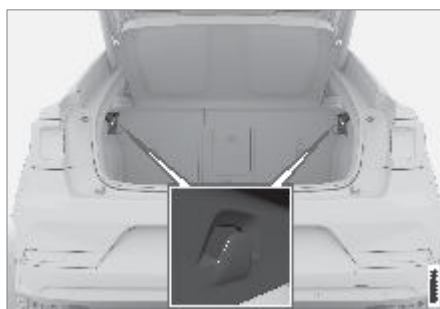
The centre of gravity and driving characteristics of the car change when carrying a load on the roof.

Comply with the car's specifications with regard to weight and maximum permitted load.

## Bag hooks

Bag hooks hold bags in position and prevent them tipping up and spreading their contents throughout the cargo area.

### Along the sides



There are two bag hooks in the side panels – one on either side of the cargo area.

### Under the floor hatch



There are two bag hooks and an elastic band in the cover (part of the floor hatch) in the cargo area.

Open up the cover to be able to use the bag hooks. Secure the bags in an appropriate position using the elastic band supplied. If the bags

## Load retaining eyelets

have handles and are of an appropriate height – hang them from the hooks.

### In the glovebox

There is also a fold-out hook in the glovebox that can be used to hang a bag on.

### Related information

- Recommendations for loading (p. 636)
- Using the glovebox (p. 634)

## IMPORTANT

A maximum weight of 5 kg (11 lbs) may be applied to the bag hooks.

Use the load retaining eyelets to attach straps in order to anchor items in the cargo area.



### Related information

- Recommendations for loading (p. 636)
- Weights (p. 708)

## WARNING

Hard, sharp and/or heavy objects which protrude may cause injury under violent braking.

Always secure large and heavy objects with a seatbelt or cargo retaining straps.

## Through-load hatch in the rear seat

The hatch in the rear seat backrest can be opened in order to transport long, narrow objects such as skis.



1. In the cargo area, take hold of the handle for the hatch and fold down the hatch.
2. Fold the rear seat armrest forward.
3. Adjust the centre seat head restraint upwards so that the steel tubes do not block the hatch opening.

If the private locking function is used, the through-load hatch must be closed.

### Related information

- Recommendations for loading (p. 636)
- Load retaining eyelets (p. 638)

## Removing the parcel shelf

The parcel shelf can be removed to increase the size of the cargo area.

### Removing the parcel shelf



1. Detach the parcel shelf's lifting eyes on both sides.
2. Unhook the parcel shelf at the front edge and remove it.

Store the removed parcel shelf in a place where it will not be damaged.

### Related information

- Luggage compartment and cargo area (p. 635)

## First aid kit\*

The first aid kit contains first aid equipment.

Store the first aid kit in an appropriate place in the cargo area, e.g. in the mesh pocket on the right-hand side.

### Related information

- Luggage compartment and cargo area (p. 635)

## Warning triangle

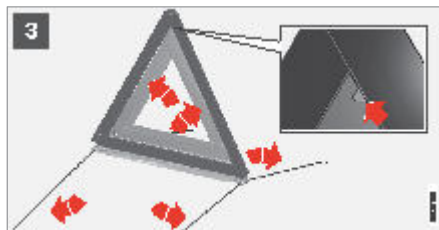
Use the warning triangle to warn other road users if the car is stationary in traffic.

Also activate the hazard warning flashers.

### Storage spaces

The warning triangle is located in the front cargo area.

### Folding up the warning triangle



- 1 The warning triangle is stored in the front cargo area.

**2** Remove the warning triangle from the case, unfold it and put the ends together.

**3** Fold out the warning triangle's support legs.

Follow the regulations for the use of a warning triangle. Position the warning triangle in a suitable place with regard to traffic.

Put the warning triangle and case back into the front cargo area after use.

#### **Related information**

- Hazard warning flashers (p. 191)
- Opening and closing the bonnet (p. 651)





## Section 18

—

## Maintenance and service

# Polestar service programme

To keep the car as safe and reliable as possible, Polestar's service programme as specified in Status and Warranty found in the glove compartment of the car should be followed.

To keep the car as safe and reliable as possible, Polestar's service programme as specified in Service should be followed, and Warranty, found in the car's glovebox.

Contact Polestar Customer Support for help with finding a recommended workshop for servicing and maintenance. These workshops have the staff with the right competence, service literature, and special tools in order to provide the highest service quality.

## Service and repair

Service the car regularly. Follow Polestar's recommended service intervals.

If inspection and repair are required then only an authorised workshop designated by Polestar may carry out the work.

## Related information

- Book service and repair (p. 646)
- Connection of equipment to the car's diagnostic socket (p. 29)
- Certification of technicians (p. 30)
- Servicing the climate control system (p. 651)
- Brake system maintenance (p. 455)

## WARNING

- California Proposition 65

When you use or perform service or maintenance on a passenger vehicle, you may be exposed to chemicals, including exhaust gases, carbon monoxide, phthalates and lead, which are known in the State of California to cause cancer, birth defects or other reproductive harm. Minimise the exposure by avoiding the inhalation of exhaust gases, not running at idling speed more than necessary, servicing the vehicle in a well-ventilated area and wearing gloves or washing your hands frequently when you service the vehicle. More information is available at [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle).

- Do not carry out any repairs of your own on your car. Electrical cables and/or components that have detached must only be rectified by an authorised workshop – contact Polestar Customer Support.

## IMPORTANT

- Please check the Status and Warranty and comply with the specifications there, otherwise the Polestar warranty will be invalid.
- Please check the Service and Warranty and comply with the specifications there, otherwise the Polestar warranty will be invalid.

# Important – Maintenance, warranty and service

Important information to read about maintenance, warranty and service.

## Related information

- Polestar service programme (p. 644)

## Warranty booklet

- Check that the mandatory information, such as owner's name and address, is entered in the service and warranty booklets, and that they are stamped with the dealer's name. Please read the service and warranty booklets carefully. Keep the service and warranty booklets in a safe place. The warranty period and warranty information are in the separate service and warranty booklets.

## When you need repairs on your car

- Contact Polestar Customer Support if repairs need to be carried out. Always show the service and warranty booklet/maintenance booklet or service booklet if the car is under warranty.

## Questions and requests about repairs

- Contact Polestar Customer Support if you have any questions or requests about repairs.

If you cannot contact Polestar Customer Support when you urgently need to contact them in the event of a fault, then seek assistance from Road Side Assistance Services and JAF, etc.

## Paint damage, for example stone chips, must be repaired immediately

Wash and remove acid rain, salt, bird droppings, chemicals, iron powder, soot or ash as soon as possible.

- To avoid the onset of rust, paint damage must be repaired immediately.
- Bird droppings contain chemicals that damage and discolour paintwork very quickly. This discolouration cannot be removed through washing.

## Book service and repair

If servicing or repairs are required, use the Polestar app to book a workshop visit or contact Polestar Customer Support.

Contact Polestar Customer Support if servicing or repairs are required.

When it is time for service, a message is shown in the driver or centre display. The service date is determined by how much time has passed or the distance driven since the last service.

Let someone know if there is anything else you would like done or for other important information during the workshop visit.

The service reminder disappears after the service has been carried out.

### Related information

- Messages in the driver display (p. 145)
- Polestar support (p. 11)

## Software updates over-the-air (OTA)

The car's software is updated through its connection to the mobile network, which is designated OTA (over-the-air).

The notification view shows when a new software update is available. You can choose when to install it after it has been downloaded. Update the software in the car as soon as possible when an update is available.

### Download

The download takes place in the background via the mobile network when the car is running. It may take several hours depending on the size of the update and the speed of the connection. If the car is switched off during the download then it is resumed automatically the next time the car is started.

The following is required in order to download updates:

- the car is connected to the Internet<sup>279</sup>.
- approval of the use of online services.

### Installing an update

Once a software update has been downloaded and is ready for installation, it is shown in the notification view and by a message when the car is started. You can choose to install the update immediately, or have a further reminder at a later date.

Do not install new software when the car is connected to rapid charging. The car can be left connected for charging from a normal socket but is not charged during the installation. Depending on charging source, charging can be resumed automatically after completed installation.

During installation:

1. Check that the car is charged to at least 40%.

<sup>279</sup> Use of the Internet involves data transfer (data traffic), which may involve charges. Polestar meets the cost of data traffic for system updates unless a personal SIM card is installed.

2. The notification view shows if an update is ready for installation. Open the notification and follow the instructions in the centre display.
3. Leave the car, close all doors, and lock the car.
  - > The installation is started. The car must be locked within several minutes, otherwise the installation is cancelled.
4. Wait until the installation is finished.
  - > The installation may take up to 90 minutes. When the installation is finished the car can be used as normal.

Always read through what the update contains so that you know how the car and its functions are affected.

If the installation fails, the car's systems are reset to the last installed version.

#### Information on contents

Tap on the information symbol in the centre display for more information on the content of the software update.

#### Related information

- Approval of terms and conditions and data collection (p. 26)
- Detachable key blade (p. 280)

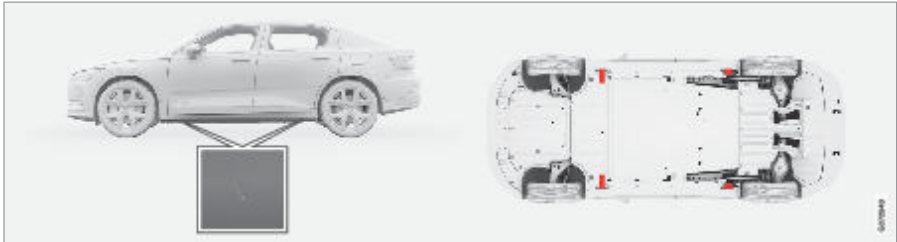
#### NOTE

- The updates via OTA function may be limited in certain markets.
- Depending on software version, download may start automatically, or be started via the notification of an available software update.

#### NOTE

- The installation of the software update may take up to 90 minutes. During this time the car will be locked and its functions unavailable. Bear this in mind when scheduling the update.
- If possible, avoid handling the car, its charging cable and other functions during the installation.
- If you need to enter the car while installation is in progress, you must use the key blade.
- The car's anti-theft alarm is disarmed during installation in order to avoid false alarms.
- It is important to install software updates as soon as possible in order to avoid the risks that may be associated with old software. In the event of problems with the update – contact Polestar Customer Support.
- Functionality after updating may vary depending on market, model, model year and options.

# Raising the car



The triangles in the plastic cover indicate the locations of the lifting points (marked in red).

When raising the car, it is important that the jack<sup>280</sup> is fitted in the intended points on the car's underbody.

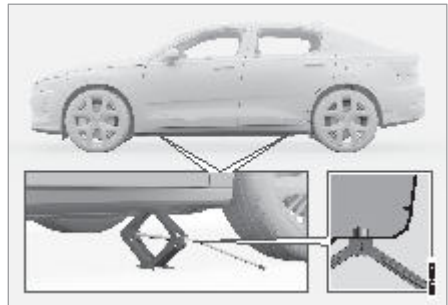
Read through the instructions below before you start. Take out the tools needed before jacking up the car.

1. Set up the warning triangle and activate the hazard warning lights if, for example, a tyre is being changed in a trafficked location.

Activate the hazard warning flashers if, for example, a wheel has to be changed in a trafficked location.

2. Ensure that the parking brake is activated.
3. Chock in front of and behind the wheels that remain on the ground. Use, for example, heavy wooden blocks or large stones.

4. Position the jack or the lift arms at the designated spots of the car's undercarriage. The triangle markings in the plastic cover indicate the locations of the jacking/lifting points. There are two jacking points on each side of the car. There is a recess for the jack at each point.



5. Position the jack on level, firm and non-slippery ground under the jacking point that will be used.
6. Crank up until it is correctly aligned and so that it makes contact with the car's jacking point. Check that the head of the jack (or lifting arms at a workshop) is correctly positioned in the jacking point so that the bump in the centre of the head fits into the jacking point hole, and check that the base of the jack is positioned vertically below the jacking point.

7. Turn the jack so that the crank is as far away from the side of the car as possible, at which point the jack's arms are perpendicular to the direction of the car.
8. Raise the car to an appropriate height, depending on what is to be done.

#### Related information

- Jack\* (p. 614)
- Changing wheel\* (p. 609)
- Tool kit (p. 613)

## WARNING

- • Check that the jack is not damaged, that the threads are thoroughly lubricated and that it is free from dirt.
- Check that the jack is resting on a firm, level surface that is not slippery and is not slanted.
- Never position anything between the ground and the jack, nor between the jack and the car's jacking point.
- Passengers must leave the car when it is raised on the jack.
- If a wheel has to be changed in an environment where there is lots of traffic, for example, passengers must remain in a safe place.
- Use a jack designed for the car when changing wheels. Use supports to secure the car for all other work.
- Never crawl under the car or reach under with a part of your body when it is raised on a jack.
- If the car is raised using a workshop jack, this must be placed beneath one of the four jacking points. Take care to position the workshop jack so that the car cannot slip off. Make sure that the jack plate is fitted with a rubber guard so that the car remains stable and is not damaged. Always use axle stands or similar.

## IMPORTANT

- Use a jack<sup>281</sup> designed for the car. If a jack is included with the car, or is purchased as a spare part, it is only designed for occasional, short-term use, such as when changing a wheel after a puncture. If the car is to be jacked up more often, or for a longer time than is required just to change a wheel, use of a garage jack is recommended. In this instance, follow the instructions for use that come with the equipment.
- When the jack is not in use, it should be stored in the foam block in the front luggage compartment.<sup>282</sup> The jack is screwed down to the correct position to fit the space.

## NOTE

Polestar recommends only using the jack that belongs to the car model in question. If a jack is selected other than the one recommended by Polestar, follow the instructions supplied with the equipment.

<sup>281</sup> Depending on market, the jack is not always standard equipment. For jack recommendations, contact Polestar Customer Support.

<sup>282</sup> For Polestar 2 BST edition 250, the jack is placed under the floor hatch in the luggage compartment.



# Servicing the climate control system

The air conditioning system must only be serviced and repaired by an authorised workshop.

## Troubleshooting and repair

The air conditioning system contains fluorescent tracing agents. Ultraviolet light must be used during leak detection.

It is recommended that you contact Polestar Customer Support if you are experiencing problems with the climate control.

Cars with R1234yf refrigerant

## Related information

- Polestar service programme (p. 644)
- Polestar support (p. 11)

## WARNING

The air conditioning system contains pressurised refrigerant R1234yf. In accordance with SAE J2845 (Technician Training for Safe Service and Containment of Refrigerants Used in Mobile A/C System), service and repair of the refrigerant system must only be performed by trained and certified technicians in order to ensure the safety of the system.

# Opening and closing the bonnet

The bonnet can be opened using the handle in the passenger compartment and a handle under the front edge of the bonnet. It is important to follow the instructions for closing and to check that the bonnet is fully closed if it has been open.

## Open the bonnet



- ☞ Pull the handle beside the pedals to release the bonnet from its fully closed position.



- ☞ You can fully open the bonnet without lifting it by pressing the handle under the front edge of the bonnet upwards.

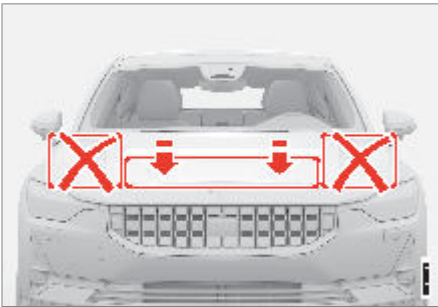
### Warning - bonnet not closed



Open bonnet is indicated by a warning symbol and graphic in the driver display as well as by an acoustic signal.

### Close the bonnet

1. Lower the bonnet.



2. When the bonnet has stopped against the bonnet lock – press down on the bonnet with both hands according to the description in the illustration in order to fully close it. Do not load the sides of the bonnet.
  - > The bonnet must be audibly locked on both sides.
3. Check that the bonnet has been properly locked and that it is not open slightly.

### Related information

- Luggage compartment and cargo area (p. 635)
- Door and seatbelt reminder (p. 52)
- Polestar support (p. 11)
- Filling washer fluid (p. 696)

## WARNING

- Risk of crushing - ensure that the closing path under the bonnet is not obstructed, otherwise there is a risk of personal injury.
- Never drive with an open bonnet.

Thoroughly check that the bonnet is fully closed after it has been open.

If the car warns or indicates that the bonnet is open, or if something else suggests that it is not fully closed – stop immediately and close it firmly.

## IMPORTANT

Only loosen the panels around the storage area under the bonnet if the instructions in the Manual explicitly state that this is necessary. Contact Polestar Customer Support if maintenance is required.

## NOTE

If the car indicates that the bonnet is open despite it being fully closed – open the bonnet and follow the instructions for closing again. If the problem persists – contact Polestar Customer Support.

# Coolant

The coolant cools components linked to the electric drive of the car, and the surplus heat can be used to heat the high voltage battery or the passenger compartment.

Prescribed grade: Ready-mixed coolant approved by Polestar.

Contact Polestar Customer Support as soon as possible in the event of a message for coolant level too low or too high.

## Related information

- Polestar service programme (p. 644)

## WARNING

Swallowing coolant is hazardous, it may cause damage to organs (kidneys). The product contains ethylene glycol, inhibitor, emetic, water, etc.

## IMPORTANT



Do not loosen the panels around the storage compartment under the bonnet. Do not open the lid of

the coolant tank, and do not top up any fluid. Doing this may result in damage that is not covered by the warranty.

The coolant must only be topped up by a workshop – contact Polestar Customer Support.

# Batteries and power supply

The car's own power supply is connected to several different batteries and components. These make it possible to use the car's electrical functions.

The car's primary electrical system operates with 12 V voltage and powers electrical equipment.

In addition to the primary electrical system, the car has a high voltage system for electrical propulsion.

## Batteries

In order to supply power to the various components, your car is equipped with the following:

- a 12 V battery that powers the car's primary electrical system
- a high voltage battery for electrical propulsion of the car.

## Related information

- High voltage battery (p. 654)
- 12 V battery (p. 658)
- Symbols on the batteries (p. 660)
- Recycling the batteries (p. 661)
- Polestar support (p. 11)

## WARNING

Several of the components in the car work with high-voltage current. Do not touch anything connected to the high-voltage system, and do not do perform any work that is not clearly described in the Manual.

# High voltage battery

For driving, the car is equipped with a powerful high voltage battery located in the car's chassis. This is maintenance-free and rechargeable.

Only authorised workshop personnel are allowed to handle high voltage battery parts.

The car cannot be started if the high voltage battery is discharged. If both the 12 V battery and the high voltage battery are discharged, both batteries have to be charged. It is not possible to charge just the high voltage battery first in this case. The 12 V battery needs a certain charge level so that the high voltage battery can charge.

## Positioning of the high voltage battery



## High voltage battery service life and capacity

The capacity of the high voltage battery diminishes with age and use, which may result in reduced range.

Some recommendations to increase battery service life:

- Leave the charging cable fitted when the car is parked. Primarily in particularly hot or cold climates.
- Avoid driving to a 0% state of charge.
- If the State Of Charge (SoC) is 0%, the battery should be charged as soon as possible.
- Avoid maximum charging of the battery if this is not needed for the mileage. A recom-

mended charge level is shown in the centre display.

## High voltage battery specifications

Type: Lithium-ion

The total amount of energy depends on version.

Standard range: 69 kWh

Long range: 78 kWh

Total amount of energy: 78 kWh

## Related information

- Batteries and power supply (p. 653)
- Charging an electric car via a wall socket (p. 435)
- Polestar support (p. 11)

## WARNING

The high voltage battery must only be replaced by a workshop – contact Polestar Customer Support.

# Recommendations for high voltage battery

Some circumstances may lead to damage to the high voltage battery and shorten its service life. The recommendations are designed for long service life for the high voltage battery and good performance while driving.

## Charging

When possible and timely, select AC charging<sup>283</sup> in preference to DC fast charging<sup>284</sup>. AC charging is more sparing on the high voltage battery, especially with regular charging.

### High State Of Charge (SOC)

Avoid charging the car to 100% unless the full range is needed for the journey.

The battery may be damaged by maintaining a very high State Of Charge (SOC) for a long time. Therefore, avoid leaving the car connected for charging to more than the recommended charge level, which is shown in the centre display.

### Low State Of Charge (SOC)

If the State Of Charge (SOC) is below 20%, charging is always recommended to avoid the battery being fully discharged.

## Long-term parking

To minimise the risk of damage to the battery during long-term parking (longer than one month), it is recommended to have a charging range of 40-60%. Set the desired State Of Charge (SOC) in the centre display.

- If the State Of Charge (SOC) is higher – drive the car until the State Of Charge (SOC) is lower.
- State Of Charge (SOC) is lower – charge the car.

If you plan to park the car for longer than three months, it is recommended that you connect it to constant charging.

Check the car's State Of Charge (SOC) on a regular basis, as well as that charging is working properly.

## Parking in a hot climate

High temperatures can damage the high voltage battery, especially if it is exposed for a long time. If possible, avoid leaving the car unconnected at temperatures higher than 30 °C (86 °F). The car can actively cool the battery while it is parked, but this consumes power and leads to a fall in the State Of Charge (SOC). If the car is charged while it is parked the battery can be cooled without being discharged.

If possible, park in the shade if the outdoor temperature is high. Strong sunlight in combination with high outdoor temperature may lead to the car and the high voltage battery becoming very hot.

## Parking in a cold climate

In a low temperature for the high voltage battery, performance is temporarily reduced until the battery is heated. Connect the car for charging and use preconditioning to avoid driving with reduced performance. The car can then heat the battery prior to driving without the State Of Charge (SOC) and range falling.

Connect the car for charging if parking for longer than 24 hours is planned, while the ambient temperature is below -30°C (-22°F).

Driving the car while there is an indication of reduced performance due to low temperature will not be harmful.

## Related information

- Charging an electric car (p. 422)
- Battery meter (p. 118)
- High voltage battery (p. 654)
- Charging an electric car via a wall socket (p. 435)

283 AC is also called alternating current.

284 DC is also called direct current.

# High voltage safety switch

- Charging in the car's centre display (p. 432)

## IMPORTANT

- The high voltage battery may be seriously damaged if it is not charged after being fully discharged. Since there is also a certain amount of consumption and self-discharge when the car is not in use, the State Of Charge (SOC) can fall to 0% if the car is left unconnected with a low State Of Charge (SOC).
- Avoid exposing the car to extreme temperatures. If there is a risk of temperatures around 55 °C (131 °F) then parking for longer than 24 hours should be completely avoided in order to avoid serious damage to the battery.

The car's high voltage battery can be disconnected from the rest of the high voltage system using a safety switch. The switch must only be used by service technicians or emergency service personnel who need to handle the car.

The main purpose of the safety switch is to enable the manual disconnection of the high voltage battery during service, or for use by emergency service personnel if the high voltage system has been damaged or risks being damaged in connection with handling the car.



*The safety switch is fitted in the floor behind the right-hand front seat.*

### Disconnecting the high voltage battery

1. Switch off the car.
2. Move the floor mat behind the right-hand front seat.
3. Remove the safety switch's cover.
  - > The switch lever is now accessible, but in a locked position.

4.



Pull the lever toward the front of the car.

> The lever releases from its locked position.

5.



Turn the lever to an upright position and pull it upward.

> The switch disconnects the high voltage battery.

Contact Polestar Customer Support if the safety switch has been used and needs to be reset.

#### Related information

- High voltage battery (p. 654)

## WARNING

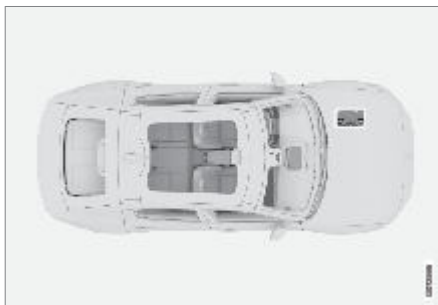
- Do not disconnect the high voltage battery using the safety switch yourself. Notify and wait for a service technician or emergency service personnel.
- The car may sustain damage if the high voltage battery is disconnected using the safety switch.
- It is not possible to loosen a trapped cable using the safety switch. It only disconnects the connector between the car's high voltage system and high voltage battery.
- If the safety switch has been used, the car needs to be inspected by a workshop before use. Contact Polestar Customer Support.
- Disconnection of the high voltage battery does not mean that the battery can be handled. The battery still contains high voltage, and unauthorised handling will lead to a danger of death.
- Do not handle high voltage components and cables, even when the high voltage battery is disconnected using the safety switch. They must only be handled by service technicians.

# 12 V battery

The 12 V battery powers the car's primary electrical system, which includes most of the electrical equipment. However, the high voltage battery is used for driving.

The battery is dimensioned to power the electrical system and functions that are specific to the car model. Under normal conditions, it is kept charged by the larger high voltage battery.

## Location



## 12 V battery specifications

Battery type	H6 AGM
Voltage (V)	12
Cold start capacity <sup>A</sup> - CCA <sup>B</sup> (A)	760
Size, L×B×H	277.70×174.40×188.50 mm (10.9×6.9×7.4 in)
Capacity (Ah)	70

A According to EN standard.

B Cold Cranking Amperes.

## Related information

- Symbols on the batteries (p. 660)
- High voltage battery (p. 654)
- Reset sequence for window pinch protection (p. 199)
- Polestar support (p. 11)

## WARNING

- If the 12 V battery is disconnected, the automatic opening and closing function must be reset to work properly. A reset must take place for pinch protection to work.

## WARNING

- The battery can generate oxyhydrogen gas, which is highly explosive. A spark can be formed if a jump lead is connected incorrectly, and this can be enough for the battery to explode.
- The battery contains sulphuric acid, which can cause serious burns.
- If sulphuric acid comes into contact with eyes, skin or clothing, flush with large quantities of water. If acid splashes into the eyes - seek medical attention immediately.



## WARNING

- Never smoke near the battery.

## IMPORTANT

If the battery is replaced, make sure you replace it with a battery with the same size, cold starting capacity and type as the original battery (see the decal on the battery).

## NOTE

It is recommended to contact Polestar Customer Support for the replacement of batteries.

# Symbols on the batteries

There are information and warning symbols on the batteries.

	Use protective goggles
	Further information in the Manual for the car
	Store the battery out of the reach of children
	The battery contains corrosive acid
	Avoid sparks and naked flames

	Risk of explosion
	Must be taken for recycling

## Related information

- Batteries and power supply (p. 653)
- High voltage battery (p. 654)
- 12 V battery (p. 658)
- Recycling the batteries (p. 661)

# Recycling the batteries

## Fuses and central electrical units

Used batteries must be recycled in an environmentally sound manner.

Consult Polestar Customer Support if you are not sure how this type of waste should be disposed of. The high voltage battery must only be handled by authorised workshop personnel.

Polestar in China is part of a recycling network that has the professional resources needed to repair, replace and recycle end-of-life batteries. Contact Polestar Customer Support for more information.

Make sure you hand in the battery from your electric car to a recycling network that has the professional resources needed to repair, replace and recycle end-of-life batteries. Submitting the battery to another, unqualified organisation or operator is not allowed.

The owner of the car is required to submit a end-of-life battery to a recycling network. Submitting it to, alternatively letting it be disassembled by, another unqualified organisation or actor may cause environmental pollution or safety-related accidents. For this possible damage, the owner of the battery shall be responsible.

The owner is fully responsible for the battery being returned to the correct place for recycling.

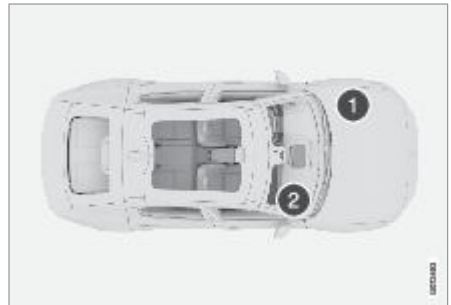
### Related information

- Batteries and power supply (p. 653)
- Symbols on the batteries (p. 660)
- Polestar support (p. 11)

The car's electrical system and many of its components are protected against short circuit or overload by a number of fuses.

If an electrical component or function does not work, it may be because its fuse was overloaded. If the same fuse is needs to be replaced repeatedly then there is probably a fault in the component. In which case, it is recommended to contact Polestar Customer Support.

### Location of central electrical units



- ① Under the bonnet
- ② Under the glovebox

### Related information

- Replacing a fuse (p. 662)
- Fuses under the bonnet (p. 663)
- Fuses under glovebox (p. 668)
- Polestar support (p. 11)

# Replacing a fuse

## WARNING

- Never use a foreign object or a fuse with an amperage higher than that specified when replacing a fuse. This could cause significant damage to the electrical system and possibly lead to fire.
- Orange-coloured cables must only be handled by qualified personnel.
- Several components in the car work with high-voltage current that could be dangerous in the event of incorrect intervention.

Do not touch anything that is not clearly described in the Manual for the car.

Blown fuses need to be replaced in order to restore the functionality of the components they protect.

1. Look in the fuse diagram to locate the fuse.
2. Pull out the fuse and check from the side to see whether the curved wire has blown.
3. If this is the case, replace it with a new fuse of the same type, colour and amperage.

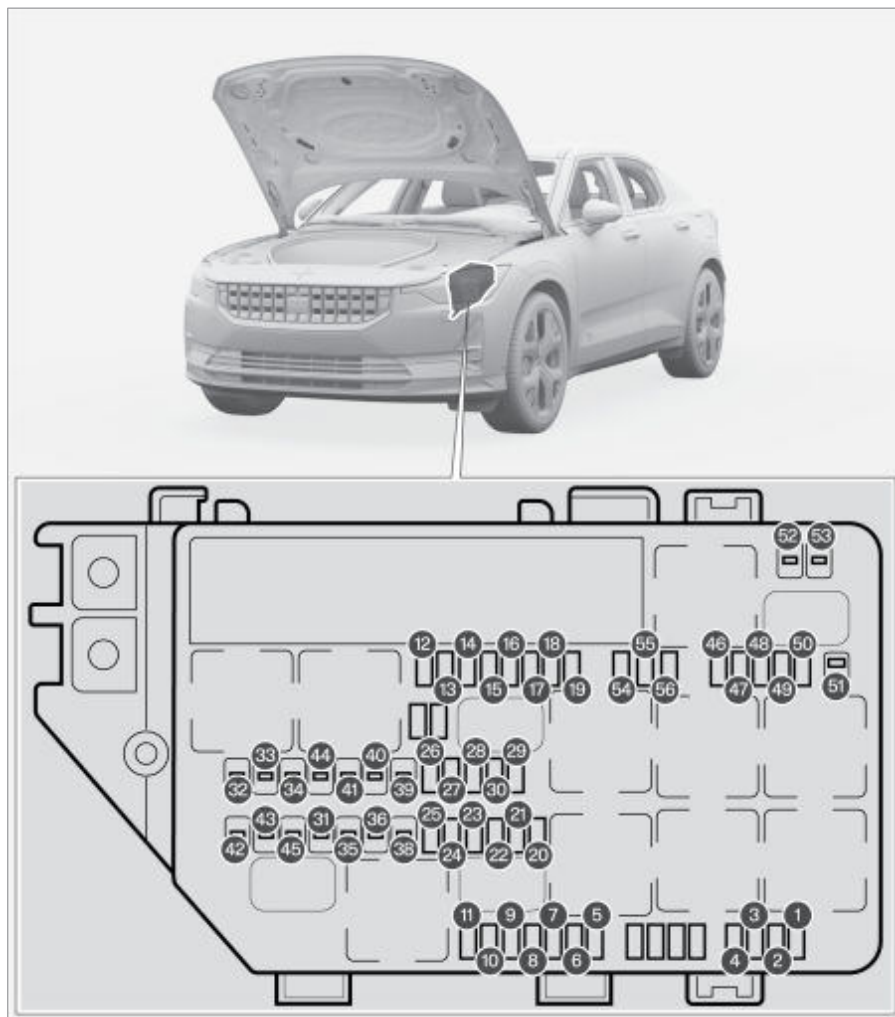
### Related information

- Fuses and central electrical units (p. 661)
- Fuses under the bonnet (p. 663)
- Fuses under glovebox (p. 668)
- Polestar support (p. 11)

## WARNING

- Never use a foreign object or a fuse with an amperage higher than that specified when replacing a fuse. This could cause significant damage to the electrical system and possibly lead to fire.
- Contact Polestar Customer Support for the fuses not described in the manual. If replacing the fuse is not performed correctly, it can cause serious damage to the electrical systems.

## Fuses under the bonnet



Fuses under the bonnet protect electric motor functions and brake functions, among other things.

A number of panels around the storage compartment need to be loosened for access to fuses under the bonnet.

On the inside of the cover there are tweezers that facilitate the procedure for the removal and fitting of fuses.

The fuse box provides space for several spare fuses.

fuse table cover several equipment alternatives. A fuse description can therefore apply to fewer components than in the table, or be completely missing, depending on how the car is equipped.

### Positions

The location of the fuses is shown on the inside of the cover. Functions and components in the

	Function	Ampere	Type
①	USB port, tunnel console, rear*	7,5	Micro
②	-	-	Micro
③	-	-	Micro
④	12 V socket in luggage compartment/cargo area*	15	Micro
⑥	Electric motor control module	10	Micro
⑥	Electric motor cooling system	15	Micro
⑦	Valve, battery cooling	5	Micro
⑧	Control module, spoiler damper Control module, radiator damper	10	Micro
⑨	-	-	Micro
⑩	-	-	Micro
⑪	-	-	Micro
⑫	Headlamp, right	20	Micro
⑬	Headlamp, left	20	Micro
⑭	Collision module (SRS) Occupant weight sensor (OWS)	5	Micro
⑮	Accelerator pedal sensor	5	Micro
⑯	Powered when the car's electrical system is switched on: Electric motor control module, Transmission components, Electric steering servo, Central electronic module, Brake system control module	5	Micro
⑰	Module, exterior sound	5	Micro

	Function	Ampere	Type
19	Alcohol lock* –	5 –	Micro
19	Lighting, rear	10	Micro
20	Internal relay coils	5	Micro
21	–	–	Micro
22	Brake pedal sensor	5	Micro
23	Calculation unit	5	Micro
24	Control module, high voltage battery	5	Micro
25	–	–	Micro
26	Electric motor control module	5	Micro
27	Charging unit (On Board Charger)	15	Micro
28	Converter, electric motor, front	5	Micro
29	Horn (honk)	20	Micro
30	Siren* –	5 –	Micro
31	Windscreen wipers	30	MCase <sup>A</sup>
32	–	–	MCase <sup>A</sup>
33	–	–	MCase <sup>A</sup>
34	–	–	MCase <sup>A</sup>
35	Brake control module	30	MCase <sup>A</sup>
36	–	–	MCase <sup>A</sup>
38	Headlamps	30	MCase <sup>A</sup>
39	–	–	MCase <sup>A</sup>
40	–	–	MCase <sup>A</sup>
41	Towbar control module* –	25 –	MCase <sup>A</sup>

	Function	Ampere	Type
42	Towbar control module* –	40 –	MCase <sup>A</sup>
43	–	–	MCase <sup>A</sup>
44	–	–	MCase <sup>A</sup>
45	–	–	MCase <sup>A</sup>
46	Outer heat exchanger*	5	Micro
47	Control module, A/C compressor Control module, high voltage heater Control module, electric expansion valve Monitoring unit	5	Micro
48	Control module, high voltage battery Converter, electric motors	15	Micro
49	Coolant pump, high voltage battery	20	Micro
50	Coolant pump, drive system	20	Micro
51	–	–	MCase <sup>A</sup>
52	–	–	MCase <sup>A</sup>
53	–	–	MCase <sup>A</sup>
54	–	–	Micro
55	Headlamp, left	20	Micro
56	Headlamp, right	20	Micro

A This type of fuse should be replaced by a workshop – contact Polestar Customer Support.

#### Related information

- Fuses and central electrical units (p. 661)
- Replacing a fuse (p. 662)
- Fuses under glovebox (p. 668)

#### IMPORTANT

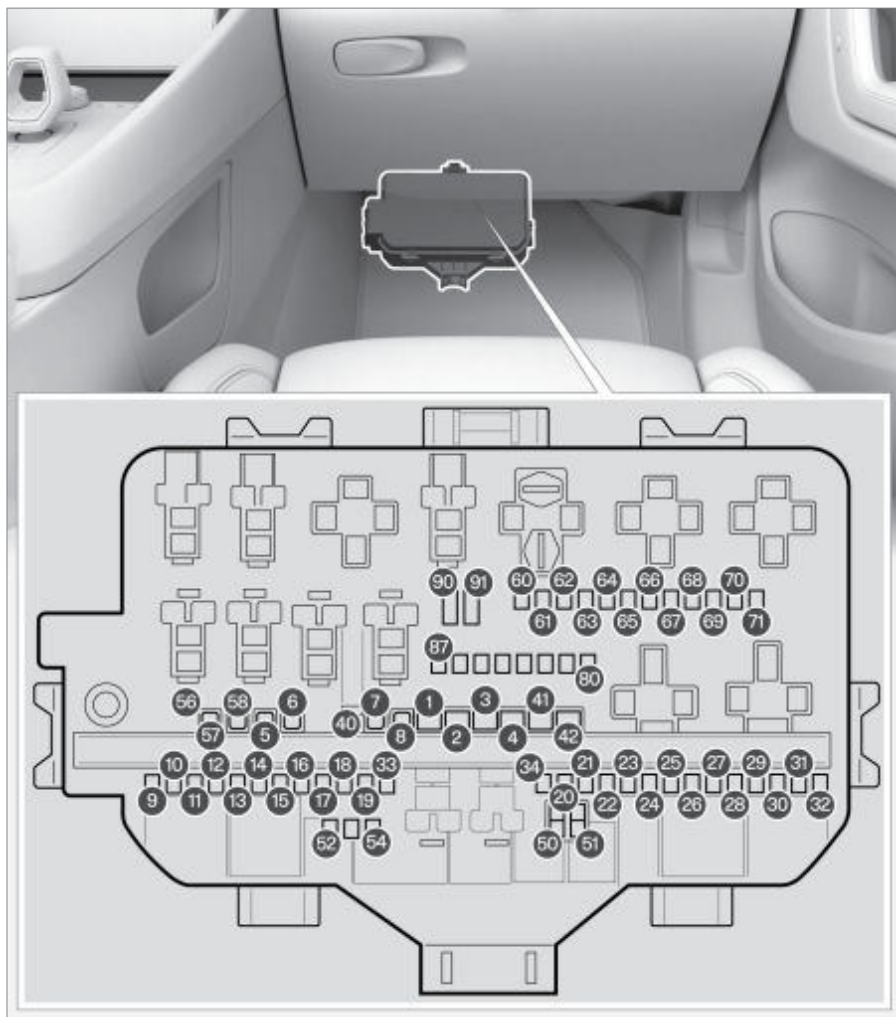
Only loosen the panels around the storage area under the bonnet if the instructions in the Manual explicitly state that this is necessary. Contact Polestar Customer Support for more information.



## IMPORTANT

tomor Support if maintenance is required.

## Fuses under glovebox



Fuses under the glovebox protect, amongst other things, electrical sockets, displays and door modules.

The fuse box contains tweezers that facilitate the handling of fuses. The fuse box under the bonnet also has space for several spare fuses.

## Positions

The location of the fuses is shown on the inside of the cover. Functions and components in the fuse table cover several equipment alternatives.

A fuse description can therefore apply to fewer components than in the table, or be completely missing, depending on how the car is equipped.

	Function	Ampere	Type
①	Audio control device (amplifier) <sup>A</sup>	40	MCASE (slotted) <sup>B</sup>
②	Central Electrical Module A: Sensors, radar units, power seats	40	MCASE (slotted) <sup>B</sup>
③	Central Electrical Module B: Sensors, radar units, power seats	40	MCASE (slotted) <sup>B</sup>
④	Fan module, climate control system, front	40	MCASE (slotted) <sup>B</sup>
⑤	Power operated tailgate	25	MCASE <sup>B</sup>
⑥	Power seat, left	20	MCASE <sup>B</sup>
⑦	Power seat, right	20	MCASE <sup>B</sup>
⑧	-	-	MCASE <sup>B</sup>
⑨	Door module, right-hand rear	20	Micro
⑩	Door module, left-hand rear	20	Micro
⑪	Door module, left-hand front	20	Micro
⑫	Lighting, rear	15	Micro
⑬	Door module, right-hand front	20	Micro
⑭	Seat heater, rear*	15	Micro
⑮	Converter, electric motor, rear Safety module (ASDM)	5	Micro
⑯	Calculation module	5	Micro
⑰	Sun sensor	5	Micro
⑱	Steering lock -	7,5 -	Micro
⑲	Control module, climate control	7,5	Micro
⑳	Interior motion sensors*	5	Micro
㉑	Driver display	5	Micro
㉒	Keypad, centre console	5	Micro

	Function	Ampere	Type
23	Steering wheel module	5	Micro
24	Electronic shifting module Parking brake	5	Micro
25	Centre display	5	Micro
26	Control module for online car Control module for Connect	5	Micro
27	Aerial module (TCAM)	5	Micro
28	Relay coils	5	Micro
29	Opening the boot lid/tailgate with a foot movement* Control module Digital Key	5	Micro
30	Control module, Infotainment	15	Micro
31	Diagnostic port OBD-II	10	Micro
32	Alcohol lock*	5	Micro
	-	-	
33	-	-	Micro
34	-	-	Micro
40	Rear window defroster	30	MCas <sup>B</sup>
41	Seatbelt pretensioner, left	40	MCas <sup>B</sup>
42	Seatbelt pretensioner, right	40	MCas <sup>B</sup>
50	-	-	Micro
51	-	-	Micro
52	Coolant pump	7,5	Micro
53	Heated steering wheel*	15	Micro
54	Particle sensor -	5 -	Micro
55	Headlamp washers	25	MCas <sup>B</sup>
56	Windscreen and rear windscreen washers	25	MCas <sup>B</sup>

	Function	Ampere	Type
67	-	-	MCase <sup>B</sup>
68	-	-	MCase <sup>B</sup>
69	Communication unit	5	Micro
	-	-	
81	-	-	Micro
82	-	-	Micro
83	Seatbelt tensioner	5	Micro
84	Blind Spot Information (BLIS)*	5	Micro
85	-	-	Micro
86	-	-	Micro
87	Control module, radar, front	5	Micro
88	-	-	Micro
89	-	-	Micro
90	Prepared fuse, special chassis	5	Micro
91	Collision module (SRS)	5	Micro
92	-	-	Micro
93	360° parking camera*	5	Micro
	Wake-up, electronic shifting module		
94	-	-	Micro
95	Interior lighting	7,5	Micro
	Dimming, interior rearview mirror		
	Rain and light sensors		
	Control panels, rear doors and cargo area		
	Air ionising unit		
	Transponder for road tax		
96	Wireless charging plate	5	Micro
97	Front-facing camera	5	Micro

	Function	Ampere	Type
168	Alcohol lock* –	5 –	Micro
167	USB port	5	Micro
169	–	–	Micro
181	–	–	Micro

A Applicable to certain variants.

B This type of fuse should be replaced by a workshop – contact Polestar Customer Support.

#### Related information

- Fuses and central electrical units (p. 661)
- Replacing a fuse (p. 662)
- Fuses under the bonnet (p. 663)

## Bulb replacement

This car is equipped only with LED<sup>285</sup> lamps and therefore no replaceable bulbs. Contact Polestar Customer Support if a fault occurs in the lighting.

If a fault occurs in LED<sup>285</sup> lamps, the entire lamp unit usually must be replaced.

### NOTE

Outside lighting such as headlamps and rear lamps may temporarily have condensation on the inside of the lens. This is normal, all exterior lighting is designed to withstand this. Condensation is normally vented out of the lamp housing when the lamp has been switched on for a time.

## Cleaning the interior

Clean regularly, and deal with stains straight away. Vacuuming is important prior to using cleaning agents.

### Related information

- Cleaning the centre display (p. 674)
- Cleaning the driver display (p. 675)
- Cleaning fabric upholstery and headlining (p. 676)
- Cleaning the seatbelts (p. 677)
- Cleaning textile floor and entrance mats (p. 677)
- Cleaning leather upholstery\* (p. 678)
- Cleaning interior plastic, metal and wood parts (p. 680)
- Cleaning matte-painted emblems (p. 684)

# Cleaning the centre display

## IMPORTANT

- Certain items of coloured clothing (e.g. dark jeans and suede garments) may stain the upholstery. If this occurs, it is important to clean and treat these parts of the upholstery as soon as possible.
- Never use strong solvents such as washer fluid, pure petrol or white spirit or concentrated alcohol to clean the interior, since this may damage the upholstery as well as other interior materials.
- Never spray the cleaning agent directly onto components that have electrical buttons and controls. Wipe them instead using a moistened cloth containing the cleaning agent.
- Sharp objects and Velcro may damage the fabric upholstery.
- Only use cleaning agents on the type of material for which they were intended.

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

Dirt, stains and grease from fingers can affect the centre display's performance and readability. Clean the screen frequently with a microfibre cloth.



1. Turn off the centre display with a long press on the home button.
2. Wipe the screen with a clean and dry microfibre cloth using small circular movements. If necessary, lightly moisten the microfibre cloth with clean water.
3. Activate the display with a long press on the home button.

## Related information

- Cleaning the interior (p. 673)
- Cleaning fabric upholstery and headlining (p. 676)
- Cleaning the seatbelts (p. 677)
- Cleaning textile floor and entrance mats (p. 677)
- Cleaning leather upholstery\* (p. 678)
- Cleaning interior plastic, metal and wood parts (p. 680)



# Cleaning the driver display

## IMPORTANT

- The microfibre cloth used to clean the centre display must be free from sand and dirt.
- When cleaning the centre display, only use gentle pressure on the screen. Heavy pressure can damage the screen.
- Do not spray any liquid or caustic chemicals directly on the centre display. Do not use window cleaning agent, other cleaning agents, aerosol spray, solvents, alcohol, ammonia or cleaning agent containing abrasive.

Never use abrasive cloths, paper towels or tissue paper, since they may scratch the centre display.

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

Gently wipe the display's cover glass with a clean and dry microfibre cloth. If necessary, lightly moisten the microfibre cloth.

Do not use cleaning agent on the driver display. A special detergent can be used in more severe cases. Follow Polestar's recommendations regarding cleaning agent.

## Related information

- Cleaning the interior (p. 673)
- Driver display (p. 114)

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

# Cleaning fabric upholstery and headlining

It is recommended to use fabric cleaning agent when cleaning textile fabric and Nubuck textile. Clean if necessary, and treat stains straight away.

## Cleaning fabric upholstery

1. Start by vacuum cleaning the upholstery.
2. Follow the instructions for the fabric cleaning agent.
3. When cleaning fabric, a spray extraction cleaner is recommended for suction of the washing fluid and subsequent water rinsing.

## Cleaning the headlining

1. Brush the headlining carefully using a soft brush.
2. Follow the instructions for the fabric cleaning agent.
3. Then use a soft and lint-free cloth to wipe the headlining.

## Related information

- Cleaning the interior (p. 673)
- Cleaning the centre display (p. 674)
- Cleaning leather upholstery\* (p. 678)
- Cleaning the seatbelts (p. 677)
- Cleaning textile floor and entrance mats (p. 677)
- Cleaning interior plastic, metal and wood parts (p. 680)

## WARNING

Never spray cleaning agent on the sides of the seats when the side airbags are fitted. Dry these instead using a cloth moistened with the cleaning agent.

## IMPORTANT

- Never scrape or rub a stain as this may destroy the upholstery.
- Never use stain removing agents or strong solvents, these may damage the upholstery.
- Some coloured clothes (such as jeans and suede garments) may discolour the fabric upholstery. It may be difficult to remove stubborn stains such as oil.
- Always clean all the upholstery, even if there are just a few individual stains on it. The aim of this is to avoid permanent watermarks.
- Careless cleaning may damage the headlining.

## NOTE

- Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.
- Do not remove the upholstery during cleaning.

## Cleaning the seatbelts

Clean regularly, and deal with stains straight away. Vacuuming is important prior to using cleaning agents.

Use water and synthetic detergent. Ensure that the seatbelt is dry before allowing it to retract.

### Related information

- Cleaning the interior (p. 673)
- Cleaning the centre display (p. 674)
- Cleaning fabric upholstery and headlining (p. 676)
- Cleaning textile floor and entrance mats (p. 677)
- Cleaning leather upholstery\* (p. 678)
- Cleaning interior plastic, metal and wood parts (p. 680)

### NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

## Cleaning textile floor and entrance mats

It is recommended to use a fabric cleaning agent when cleaning mats. Clean regularly, and deal with stains straight away. Vacuuming is important prior to using cleaning agents.

Remove inlaid carpets for separate cleaning of the floor carpet and the inlaid carpets. Each inlay mat is secured with pins.

1. Remove the inlay mat by gripping each pin in the mat and lifting straight up.
2. Use a vacuum cleaner to remove dust and dirt.
3. A textile cleaner is recommended for stains on the floor mat, after vacuuming.
4. After cleaning, fit the inlay mat in place by pressing it in at each pin.

### Related information

- Cleaning the interior (p. 673)
- Cleaning the centre display (p. 674)
- Cleaning fabric upholstery and headlining (p. 676)
- Cleaning the seatbelts (p. 677)
- Cleaning leather upholstery\* (p. 678)
- Cleaning interior plastic, metal and wood parts (p. 680)

### WARNING

- Only use one inlaid mat at each seat, and check before setting off that the mat by the driver's seat is firmly affixed and secured in the pins so that it does not get caught adjacent to and under the pedals.

# Cleaning leather upholstery\*

## WARNING

- Never use more than one mat at a time in the driver area. Before driving, remove the original mat in the driver area if another type of floor mat shall be used. All types of mat must be attached securely in the floor's mounting points. Make sure that the brake pedal and accelerator pedal do not become trapped in the floor mat as this can involve a major risk to safety.
- Polestar's floor mats are specially designed for the car. They must be attached securely in the floor's mounting points and must not be at risk of being trapped under the pedals.

## NOTE

- Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.
- The inlay mats must not be swung around or hit against objects to remove dirt since this can crack the inlay mats.

Clean regularly, and deal with stains straight away. Vacuuming is important prior to using cleaning agents.

Polestar's leather upholstery is treated to preserve its original appearance.

Polestar's leather upholstery is treated to preserve its original appearance. Over time, sun, grease stains, dirt, etc., can wear off the protective layer. This can result in scratches and cracking.

Leather upholstery is a natural product that changes and acquires a beautiful patina over time. Regular cleaning and treatment are required in order that the properties and colours of the leather shall be preserved. Contact Polestar Customer Support for recommendations for products for cleaning and treating leather upholstery in order to maintain the protective surface of the leather.

### Cleaning the leather upholstery

1. Apply the leather cleaner to a damp sponge and squeeze until a foam is created.
2. Use the sponge on the stain in a circular motion.
3. Thoroughly dampen the stain using the sponge, allow the sponge to absorb the stain without scrubbing.
4. Wipe the stain with a soft cloth and allow the leather to dry thoroughly.

### Protecting the leather upholstery

1. Apply a small amount of leather protective agent to a cloth and then apply it to the leather in light circular motions.
2. Allow to dry for about 20 minutes.
  - > Protecting the leather upholstery makes it more resistant to the stresses from the sun's UV radiation.

# Cleaning WeaveTech upholstery\*

## Related information

- Cleaning the interior (p. 673)
- Cleaning the centre display (p. 674)
- Cleaning fabric upholstery and headlining (p. 676)
- Cleaning the seatbelts (p. 677)
- Cleaning textile floor and entrance mats (p. 677)
- Cleaning interior plastic, metal and wood parts (p. 680)

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

Clean regularly, and deal with stains straight away. Vacuuming is important prior to using cleaning agents.

Polestar's WeaveTech upholstery is treated to preserve its original appearance.

Polestar's WeaveTech upholstery is treated to preserve its original appearance. Over time, sun, grease stains, dirt, etc., can wear off the protective layer. This can result in scratches and cracking.

Regular cleaning and treatment are required in order to preserve the properties and colours of the upholstery. Contact Polestar Customer Support for recommendations for products for cleaning and treating WeaveTech upholstery in order to maintain the protective surface of the material.

## Cleaning the WeaveTech upholstery

1. Apply the leather cleaner to a damp sponge and squeeze until a foam is created.
2. Use the sponge on the stain in a circular motion.
3. Thoroughly dampen the stain using the sponge, allow the sponge to absorb the stain without scrubbing.
4. Wipe the stain with a soft cloth and allow the upholstery to dry thoroughly.

## Protecting the WeaveTech upholstery

1. Apply a small amount of protective agent to a cloth and then apply it to the upholstery in light circular motions.
2. Allow to dry for about 20 minutes.
  - > Protecting the WeaveTech upholstery makes it more resistant to the stresses from the sun's UV radiation.

# Cleaning interior plastic, metal and wood parts

## Related information

- Cleaning the interior (p. 673)
- Cleaning the centre display (p. 674)
- Cleaning fabric upholstery and headlining (p. 676)
- Cleaning the seatbelts (p. 677)
- Cleaning textile floor and entrance mats (p. 677)
- Cleaning interior plastic, metal and wood parts (p. 680)

## NOTE

- Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.
- Use a non-alcohol cleaning kit or a leather cleaner to clean the Weave-Tech upholstery.

Clean regularly, and deal with stains straight away.

A fibrillated fibre or microfibre cloth, lightly moistened with water, is recommended for cleaning interior parts and surfaces.

Do not scrape or rub stains. Never use strong stain removers, either.

## Related information

- Cleaning the interior (p. 673)
- Cleaning the centre display (p. 674)
- Cleaning fabric upholstery and headlining (p. 676)
- Cleaning the seatbelts (p. 677)
- Cleaning textile floor and entrance mats (p. 677)
- Cleaning leather upholstery\* (p. 678)

## IMPORTANT

- Do not use solvent that contains alcohol when cleaning the glass for the driver display.
- Keep in mind that high gloss surfaces are easily scratched. Clean these surfaces with a clean, dry microfibre cloth using small, circular motions. If needed, dampen the microfibre cloth with a little clean water.

# Cleaning the exterior

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

The car should be washed as soon as it becomes dirty. This means that the car is easier to clean since the dirt does not attach as firmly. It also reduces the risk of scratches and keeps the car fresh. Carry out cleaning in a cleaning area with an oil separator, and use car shampoo.

## Related information

- Polishing and waxing (p. 682)
- Handwashing (p. 683)
- Automatic car wash (p. 685)
- High-pressure washing (p. 687)
- Cleaning the wiper blades (p. 687)
- Cleaning exterior plastic, rubber and trim components (p. 688)
- Cleaning wheel rims (p. 689)
- Cleaning matte-painted emblems (p. 684)
- Rustproofing (p. 689)

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

# Polishing and waxing

Polish and wax the car if the paintwork is dull or to give the paintwork extra protection. The car does not need to be polished until it is at least one year old. However, the car can be waxed during this time. Do not polish or wax the car in direct sunlight, the surface being polished should be a maximum of 45 °C (113 °F).

- Wash and dry the car thoroughly before you begin polishing or waxing. Clean off asphalt and tar stains using tar remover or white spirit. More stubborn stains can be removed using fine rubbing paste designed for car paintwork.
- Polish first with a polish and then wax with liquid or solid wax. Follow the instructions on the packaging carefully. Many preparations contain both polish and wax.
- A wide range of polymer-based waxes are available for purchase. These waxes are easy to use and produce a long-lasting, high-gloss finish that protects the bodywork against oxidation, road dirt and fading.

## Related information

- Cleaning the exterior (p. 681)
- Handwashing (p. 683)
- Automatic car wash (p. 685)
- High-pressure washing (p. 687)
- Cleaning the wiper blades (p. 687)
- Cleaning exterior plastic, rubber and trim components (p. 688)
- Cleaning wheel rims (p. 689)
- Rustproofing (p. 689)
- Cleaning matte-painted emblems (p. 684)

## IMPORTANT

- Never polish or wax the matte emblem on the car. This may destroy the matte effect and leave the surface permanently shiny.
- Avoid waxing and polishing on plastic and rubber.

When using degreasant on plastic and rubber, only rub with light pressure if it is necessary. Use a soft washing sponge.

Polishing glossy trim mouldings could wear away or damage the glossy surface layer.

Polishing agent that contains abrasive must not be used.

- Only paint treatment recommended by Polestar should be used. Contact Polestar Customer Support for information. Other treatment such as preserving, sealing, protection, lustre sealing or similar could damage the paintwork. Paintwork damage caused by such treatments is not covered by the Polestar warranty.

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.



# Handwashing

The car should be washed as soon as it becomes dirty. This means that the car is easier to clean since the dirt does not attach as firmly. It also reduces the risk of scratches and keeps the car fresh. Carry out cleaning in a cleaning area with an oil separator, and use car shampoo.

## Important points to remember when handwashing the car

- Avoid washing the car in direct sunlight. This can cause the detergent or wax to dry and have an abrasive effect.
- Remove bird droppings from the paintwork as soon as possible. They contain substances that damage and discolour paintwork very quickly. For example, use soft paper or sponge soaked in plenty of water. Contact Polestar Customer Support for information on how to remove any stains.
- Wash the underbody, including wheel housings and bumpers.
- Rinse the entire car until the dissolved dirt has been removed so as to reduce the risk of scratches from washing. Do not spray directly onto the locks.
- If necessary, use cold degreasing agent on very dirty surfaces. Note that in this case, the surfaces must not be hot from the sun.
- Wash using a sponge, car shampoo and plenty of lukewarm water.
- Clean the wiper blades with a lukewarm soap solution or car shampoo.
- Dry the car using a clean, soft chamois or a water scraper. If you avoid allowing drops of water to dry in strong sunlight, you reduce the risk of water drying stains which may need to be polished out.
- In areas with a lot of industrial emissions, more frequent washing of the car's exterior is recommended.
- After the car has been washed, tar from asphalt may remain. Use tar remover to get rid of the last spots after the car has been washed.

## Related information

- Cleaning the exterior (p. 681)
- Polishing and waxing (p. 682)
- Automatic car wash (p. 685)
- High-pressure washing (p. 687)
- Cleaning the wiper blades (p. 687)
- Cleaning exterior plastic, rubber and trim components (p. 688)
- Cleaning wheel rims (p. 689)
- Rustproofing (p. 689)
- Cleaning matte-painted emblems (p. 684)

## IMPORTANT

- To maintain the matte surface of the emblem, see the separate section.
- Dirty headlamps function less well, so clean them regularly.  
  
Do not use any corrosive cleaning agents but use water and a non-scratching sponge instead.
- Never use polishing agent with abrasive properties on the panoramic roof\*.
- Never use wax on the rubber mouldings around the panoramic roof\*.
- Remember to remove dirt from the drain holes in the doors and in the sills after washing the car.

## Cleaning matte-painted emblems

### NOTE

- Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.
- Outside lighting such as headlamps and rear lamps may temporarily have condensation on the inside of the lens. This is normal, all exterior lighting is designed to withstand this. Condensation is normally vented out of the lamp housing when the lamp has been switched on for a time.
- Be aware that the keyless locking and unlocking function may cause the car to be locked/unlocked when the car is being washed if the key is within range.

To care for the matte-painted emblems, they should be washed by hand as soon as they have become dirty. This makes them easier to clean as the dirt does not adhere as much.

### Hand-washing the matt-painted emblem

1. Rinse the entire emblem until the dissolved dirt has been removed so as to reduce the risk of scratches from washing. Take extra care when using a high-pressure washer.
2. Wash the emblem with a microfibre cloth, car shampoo for matt paintwork and plenty of warm water.
3. Wipe dry with a clean and soft microfibre cloth.

### Related information

- Cleaning the exterior (p. 681)
- High-pressure washing (p. 687)
- Cleaning the wiper blades (p. 687)
- Cleaning exterior plastic, rubber and trim components (p. 688)
- Cleaning wheel rims (p. 689)
- Rustproofing (p. 689)

### IMPORTANT

- Make sure that doors, windows and hatches are closed for high-pressure washing.
- Never polish a matte-painted emblem. Polishing will lead to the emblem becoming shiny.

# Automatic car wash

## IMPORTANT

- Do not use paint cleaner, grinding agents, polishing products or sheen preservation, e.g. wax for high-gloss paintwork. These products are only intended for glossy surfaces. Shiny spots will appear if they are used on matt paintwork.
- The best way to remove insects, coffee stains, grease stains, oil and fingerprints is to use a special cleaning agent for matt paintwork. Apply the cleaning agent using a microfibre cloth and a gentle pressure.
- Remove asphalt stains using a vegetable-based asphalt remover. Proceed with caution and do not tap on too hard on the emblem. Contact Polestar Customer Support for product recommendations.
- Try not to rub the emblem when washing and drying the car. This may destroy the matte effect of the paintwork and leave the emblem permanently shiny.

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

The car should be washed as soon as it becomes dirty. The longer the car is left dirty, the more difficult it will be to get it completely clean and there is a risk of scratching the paintwork.

Washing the car in an automatic car wash is a simple and quick way of getting it clean but it cannot reach everywhere. Polestar recommends washing your car by hand or using an automatic car wash supplemented with washing by hand.

In car washes where the car is towed through with rolling wheels, the following applies:

1. Before washing the car, make sure that the automatic rain sensor is deactivated, otherwise there is the risk of it starting as well as damage to the wiper arms.
2. Ensure that the door mirrors are retracted and that any auxiliary lamps are secured, otherwise there is a risk of the automatic car wash damaging them.
3. Deactivate warning and auto-brake when reversing.
4. Keep hold of the seatbelt throughout the entire car wash.
5. Drive into the automatic car wash.
6. Switch to gear position N.

The car is ready for the automatic car wash.

### Test the brakes

Depress the brake pedal now and then while driving long distances in rain or slush. The friction heat means that the brake linings heat up and dry out. Do the same after starting in very damp or cold weather.

### Related information

- Cleaning the exterior (p. 681)
- Polishing and waxing (p. 682)
- Handwashing (p. 683)
- High-pressure washing (p. 687)
- Cleaning the wiper blades (p. 687)

- Cleaning exterior plastic, rubber and trim components (p. 688)
- Cleaning wheel rims (p. 689)
- Rustproofing (p. 689)
- Keyless locking and unlocking (p. 256)
- Cleaning matte-painted emblems (p. 684)
- Using the rain sensor (p. 207)
- Activating and deactivating warning and auto-brake when reversing\* (p. 384)

## WARNING

Always test the brakes after washing the car, including the parking brake, in order to ensure that moisture and corrosion do not attack the brake linings and reduce braking performance.

## IMPORTANT

- The system will automatically activate the parking brake if the above steps are not followed. The parking brake must not be activated when in an automatic car wash.
- Do not switch off the car via the centre display. The parking brake is activated if the car is switched off.
- Do not use towing mode during automatic car washing.

## NOTE

- Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.
- Polestar recommends that the car is not washed in an automatic car wash during the first few months (this is because the paintwork has not fully hardened).
- Be aware that the keyless locking and unlocking function may cause the car to be locked/unlocked when the car is being washed if the key is within range.

## High-pressure washing

The car should be washed as soon as it becomes dirty. The longer the car is left dirty, the more difficult it will be to get it completely clean and there is a risk of scratching the paintwork. Wash the car in a car wash with oil separator. Use car shampoo.

When using high-pressure washing, use sweeping movements and make sure that the nozzle does not come closer than 30 cm (13 in.) to the surface of the car. Do not spray directly onto the locks or within the charging hatch.

### Related information

- Cleaning the exterior (p. 681)
- Polishing and waxing (p. 682)
- Handwashing (p. 683)
- Automatic car wash (p. 685)
- Cleaning the wiper blades (p. 687)
- Cleaning exterior plastic, rubber and trim components (p. 688)
- Cleaning wheel rims (p. 689)
- Rustproofing (p. 689)
- Cleaning matte-painted emblems (p. 684)

### IMPORTANT

To maintain the matte surface of the emblem, see the separate section.

### NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

## Cleaning the wiper blades

The car should be washed as soon as it becomes dirty. The longer the car is left dirty, the more difficult it will be to get it completely clean and there is a risk of scratching the paintwork. Wash the car in a car wash with oil separator. Use car shampoo.

Asphalt, dust and salt residue on the wiper blades, as well as insects, ice etc. on the windscreen, impair the service life of the blades.

When cleaning, set the wiper blades in service position.

### Related information

- Setting the wiper blades in service position (p. 695)
- Cleaning the exterior (p. 681)
- Polishing and waxing (p. 682)
- Handwashing (p. 683)
- Automatic car wash (p. 685)
- High-pressure washing (p. 687)
- Cleaning exterior plastic, rubber and trim components (p. 688)
- Cleaning wheel rims (p. 689)
- Rustproofing (p. 689)
- Cleaning matte-painted emblems (p. 684)

### NOTE

- Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.
- Wash the wiper blades and windscreen regularly with a lukewarm soap solution or car shampoo. Do not use any strong solvents.

# Cleaning exterior plastic, rubber and trim components

The car should be washed as soon as it becomes dirty. The longer the car is left dirty, the more difficult it will be to get it completely clean and there is a risk of scratching the paintwork. Carry out cleaning in a cleaning area with an oil separator, and use car shampoo.

A special cleaning agent is recommended for the cleaning and care of coloured plastic parts, rubber and trim components, e.g. glossy trim mouldings. When using such a cleaning agent the instructions must be followed carefully.

## Related information

- Cleaning the exterior (p. 681)
- Polishing and waxing (p. 682)
- Handwashing (p. 683)
- Automatic car wash (p. 685)
- High-pressure washing (p. 687)
- Cleaning the wiper blades (p. 687)
- Cleaning wheel rims (p. 689)
- Rustproofing (p. 689)
- Cleaning matte-painted emblems (p. 684)

## IMPORTANT

- Avoid waxing and polishing on plastic and rubber.

When using degreasant on plastic and rubber, only rub with light pressure if it is necessary. Use a soft washing sponge.

Polishing glossy trim mouldings could wear away or damage the glossy surface layer.

Polishing agent that contains abrasive must not be used.

## IMPORTANT

- To maintain the matte surface of the emblem, see the separate section.

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

# Cleaning wheel rims

The car should be washed as soon as it becomes dirty. The longer the car is left dirty, the more difficult it will be to get it completely clean and there is a risk of scratching the paintwork. Carry out cleaning in a cleaning area with an oil separator, and use car shampoo.

Only use rim cleaning agent recommended by Polestar.

Strong rim cleaning agents can damage the surface and cause stains on chrome-plated aluminium rims.

## Related information

- Cleaning the exterior (p. 681)
- Polishing and waxing (p. 682)
- Handwashing (p. 683)
- Automatic car wash (p. 685)
- High-pressure washing (p. 687)
- Cleaning exterior plastic, rubber and trim components (p. 688)
- Cleaning wheel rims (p. 689)
- Rustproofing (p. 689)
- Cleaning matte-painted emblems (p. 684)

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

# Rustproofing

The car has protection against corrosion.

Anti-corrosion protection for the body consists of metallic protective coatings on the sheet metal, a high-quality painting process, corrosion-protected and minimised metal overlap, and shielding plastic components, abrasion protection and supplemental rust inhibitor on exposed areas. In the chassis, exposed components of the wheel suspension are made of corrosion-resistant cast aluminium.

## Inspection and maintenance

The car's anti-corrosion protection normally requires no maintenance, but a good way to reduce the risk of corrosion is to keep the car clean. Strong alkaline or acidic cleaning solutions must be avoided on glossy trim components. Any stone chips should be rectified as soon as they are discovered.

## Related information

- Cleaning the exterior (p. 681)
- Polishing and waxing (p. 682)
- Handwashing (p. 683)
- Automatic car wash (p. 685)
- High-pressure washing (p. 687)
- Cleaning the wiper blades (p. 687)
- Cleaning exterior plastic, rubber and trim components (p. 688)
- Cleaning wheel rims (p. 689)
- Cleaning matte-painted emblems (p. 684)

# Car paintwork

## NOTE

Polestar has recommendations with respect to cleaning agents and car care products suitable for the different parts of the car. Contact Polestar Customer Support for more information on which products are suitable to use.

The paintwork consists of several layers and is an important part of the car's surface protection, and should therefore be checked regularly.

The most common types of paintwork damage are stone chips, scratches, and marks on the edges of wings, doors and bumpers. Damage should be repaired immediately to prevent further impairment of the paintwork.

### Related information

- Touching up minor paintwork damage (p. 691)
- Colour codes (p. 692)



# Touching up minor paintwork damage

Paint is an important part of the car's surface protection and should therefore be checked regularly. The most common types of paintwork damage are stone chips, scratches, and marks on e.g. the edges of wings, doors and bumpers.

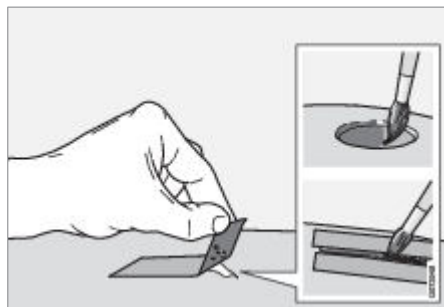
Damage should be repaired immediately to prevent further impairment of the paintwork.

## Materials that may be needed

- Primer – a special adhesive primer in a spray can is available for e.g. plastic-coated bumpers.
- Basecoat and clearcoat - available in spray cans or as touch-up pens/sticks<sup>286</sup>.
- Masking tape.
- Fine sand paper.

## Apply touch-up paint to a damaged area

If the damage has not reached down to the metal, the touch-up paint can be applied directly after the surface has been cleaned.



1. Apply a piece of masking tape over the damaged surface. Then remove the tape to remove any loose paint.

If the damage is down to the metal, use of a primer is appropriate. In the event of damage to a plastic surface, an adhesive primer should be used to give better results - spray into the lid of the spray can and brush on thinly.

2. Before painting, gentle polishing using a very fine polishing agent may be carried out locally if required (e.g. if there are any uneven edges). The surface is cleaned thoroughly and left to dry.
3. Stir the primer well and apply using a fine brush, a matchstick or similar. Finish off with a basecoat and clearcoat once the primer has dried.

For scratches, implement the same procedure but mask around the damaged area to protect the undamaged paintwork.

Contact Polestar Customer Support for information on touch-up pens and spray paints for touching up paintwork damage.

## Related information

- Car paintwork (p. 690)
- Colour codes (p. 692)

## NOTE

- When paint is repaired the surface must be clean and dry. The temperature of the surface should be at least 15 °C (59 °F).

# Colour codes

## NOTE

- If the stone chip has not penetrated down to the metal and an undamaged layer of paint remains in place, fill in with basecoat and clearcoat as soon as the surface has been cleaned.

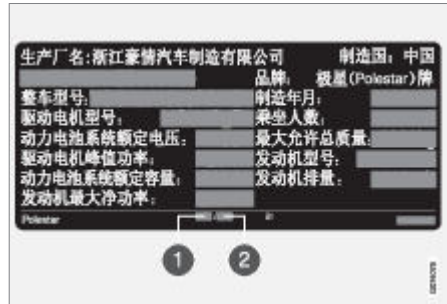
The decal for the colour code is located at the bottom of the B-pillar on the right-hand side.

The decal for the colour code is located on the front of the B-pillar on the left-hand side.

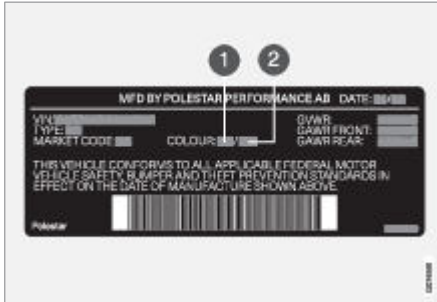
## Colour code



- ① Exterior colour code
- ② Any secondary exterior colour code

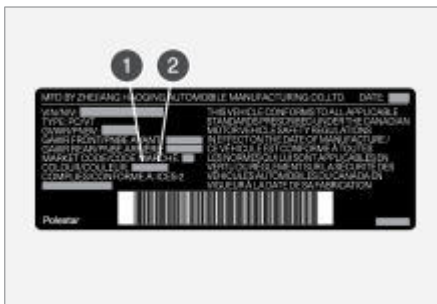


- ① Exterior colour code
- ② Any secondary exterior colour code



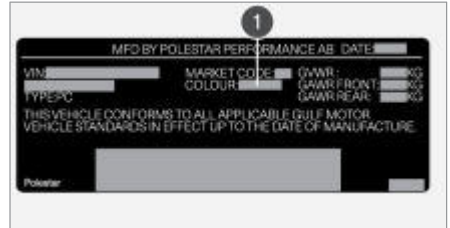
Sample colour code: US models.

- ① Exterior colour code
- ② Any secondary exterior colour code



Sample colour code: Canadian models.

- ① Exterior colour code
- ② Any secondary exterior colour code



- ① Exterior colour code

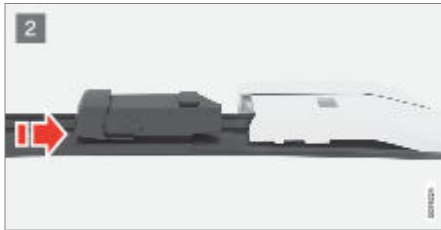
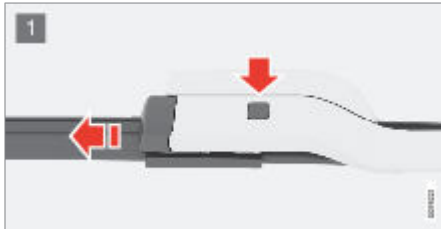
It is important that the correct colour is used.

#### Related information

- Car paintwork (p. 690)
- Touching up minor paintwork damage (p. 691)

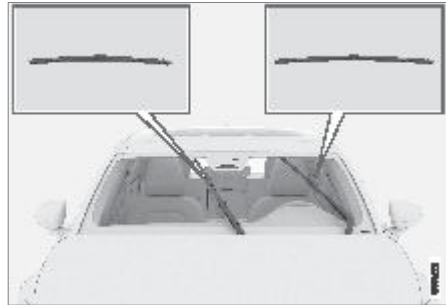
# Replacing windscreen wiper blades

The wiper blades sweep water away from the windscreen. Together with washer fluid, they aim to clean the windscreen and ensure visibility while driving. The wiper blades can be replaced.



- 1 Fold up the wiper arm when it is in service position. Service position is activated/deactivated via the centre display when the car is stationary and the windscreen wipers are switched off. Press the button located on the wiper blade mounting and pull straight out parallel with the wiper arm.
- 2 Slide in the new wiper blade until a "click" is heard.
3. Check that the blade is firmly installed.
4. Fold the wiper arm back towards the windscreen.

The wiper blades are different lengths



## Related information

- Using the rain sensor (p. 207)
- Using windscreen washers (p. 208)
- Filling washer fluid (p. 696)
- Setting the wiper blades in service position (p. 695)
- Using windscreen wipers (p. 206)
- Wiper blades and washer fluid (p. 206)

## NOTE

When replacing the wiper blades, note that they have different lengths. The blade on the driver's side is longer than on the passenger side.

# Setting the wiper blades in service position

In some situations, the windscreen's wiper blades must be set in service position (vertical position), e.g. when they shall be replaced.




*Wiper blades in service position.*

In order to change, clean or lift the wiper blades (e.g. for scraping off ice from the windscreen) they must be in service position.

## Activating/deactivating service mode

Service mode can be activated/deactivated when the car is stationary and the windscreen wipers are not on. Service mode is activated/deactivated via the centre display:

1. Press  in the centre display.
2. Then tap on More.
3. Select Mirrors and wipers and activate/deactivate service mode for the wiper blades.

The wiper blades also exit the service position if:

- Windscreen wiping is activated.
- Windscreen washing is activated.
- The rain sensor is activated.
- The car is driven away.

## Related information

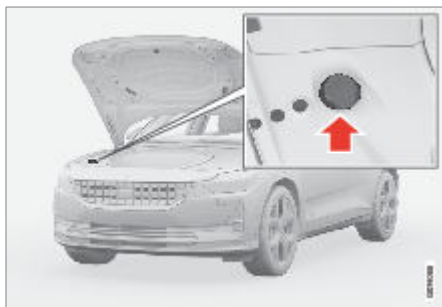
- Using the rain sensor (p. 207)
- Using windscreen washers (p. 208)
- Filling washer fluid (p. 696)
- Replacing windscreen wiper blades (p. 694)
- Using windscreen wipers (p. 206)
- Wiper blades and washer fluid (p. 206)

## IMPORTANT

- Before placing the wiper blades in the service position, make sure that they are not frozen down.
- If the wiper arms in service position have been folded up from the windscreen, they must be folded back down onto the windscreen before the activation of wiping, washing or the rain sensor, as well as before driving. This is to avoid damaging the paint on the bonnet.

# Filling washer fluid

Washer fluid is used for cleaning the windscreen. Washer fluid with antifreeze must be used when the temperature is under the freezing point.



Washer fluid is filled into the reservoir with the blue cap. The reservoir has a volume of 3.5 litres (3.7 qts).

Prescribed grade: Washer fluid recommended by Polestar – with frost protection during cold weather and for temperatures below freezing point.


## Related information

- Using the rain sensor (p. 207)
- Using windscreen washers (p. 208)
- Setting the wiper blades in service position (p. 695)
- Replacing windscreen wiper blades (p. 694)
- Using windscreen wipers (p. 206)
- Wiper blades and washer fluid (p. 206)

## IMPORTANT

- Use washer fluid with antifreeze when the temperature is below freezing to avoid the fluid freezing inside the pump, reservoir and hoses.

## NOTE

When approx. 1 litre (1 qt) of washer fluid remains in the reservoir, the message Refill washer fluid, level low is shown in the driver display, together with the  symbol.

## IMPORTANT

- Use washer fluid with a recommended pH of between 6 and 8, in working dilution (e.g. 1:1 with neutral water).

Section 19

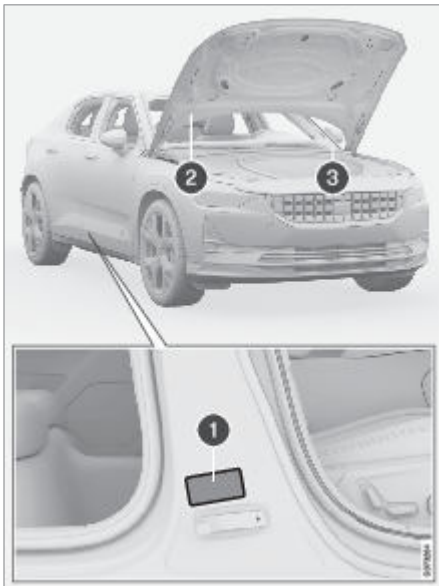
—

Specifications

# Type designations

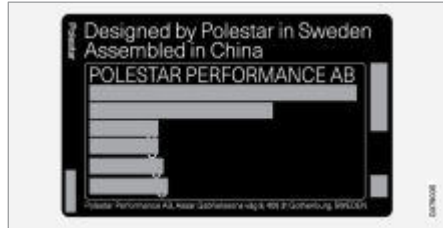
The decals in the car contain information such as chassis number, type designation, colour code, etc.

## Label location



*The illustration is schematic - details may vary depending on market and model.*

Knowing the car's type designation and vehicle identification number can facilitate all contact with Polestar Customer Support regarding the car and when ordering spare parts and accessories.



① Decal for type designation, vehicle identification number, permissible maximum weights and code designation for exterior colour and type approval number. The decal is positioned on the door pillar, and will be visible when the right-hand door is opened.



② Decal for A/C system for cars with refrigerant R1234yf. The decal is placed on the underside of the bonnet.



③ Decal for the car's identification number - VIN (Vehicle Identification Number). The decal is located on the top left-hand part of the instrument panel and is visible through the wind-screen.



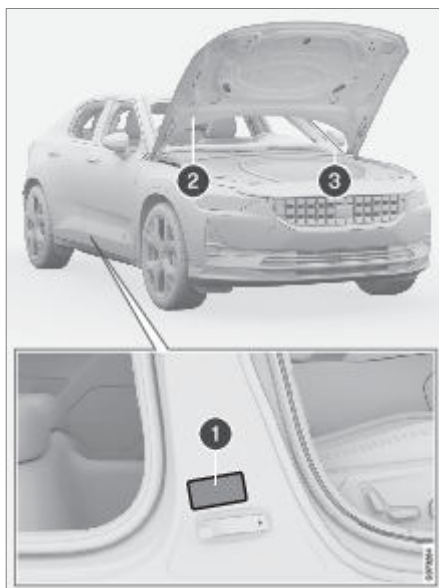




④ The car's identification number (VIN – Vehicle Identification Number) is also punched into a beam under the front edge of the right-hand seat. The number becomes visible when you lift the edge of the mat covering the beam.

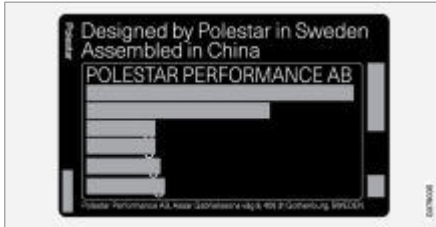
Further information on the car is presented in the registration document.

#### Label location



*The illustration is schematic - details may vary depending on market and model.*

Knowing the car's type designation and vehicle identification number can facilitate all contact with Polestar Customer Support regarding the car and when ordering spare parts and accessories.



① Decal for type designation, vehicle identification number, permissible maximum weights and code designation for exterior colour and date of manufacture. The decal is positioned on the door pillar, and will be visible when the right-hand door is opened.



③ Decal for the car's identification number - VIN (Vehicle Identification Number). The decal is located on the top left-hand part of the instrument panel and is visible through the wind-screen.

Specific information for Australia: The vehicle build date is printed on a label affixed to the B-pillar on the vehicle. The build date is the calendar month and year in which the body and powertrain assemblies were conjoined and the vehicle was driven from the production line.

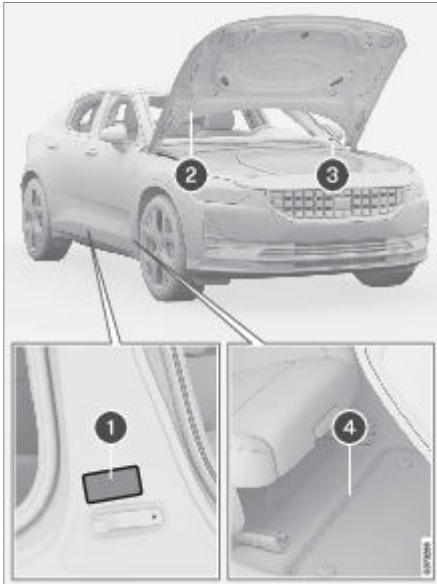
Further information on the car is presented in the registration document.



② Decal for A/C system for cars with refrigerant R1234yf. The decal is placed on the underside of the bonnet.

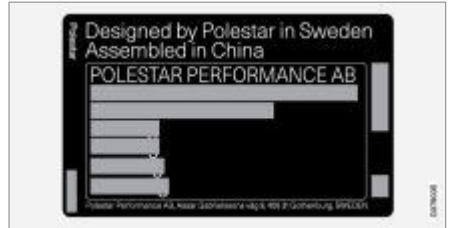


## Label location



*The illustration is schematic - details may vary depending on market and model.*

Knowing the car's type designation and vehicle identification number can facilitate all contact with Polestar Customer Support regarding the car and when ordering spare parts and accessories.



① Decal for type designation, vehicle identification number, permissible maximum weights and code designation for exterior colour and type approval number. The decal is positioned on the door pillar, and will be visible when the right-hand door is opened.



② Decal for A/C system for cars with refrigerant R1234yf. The decal is placed on the underside of the bonnet.



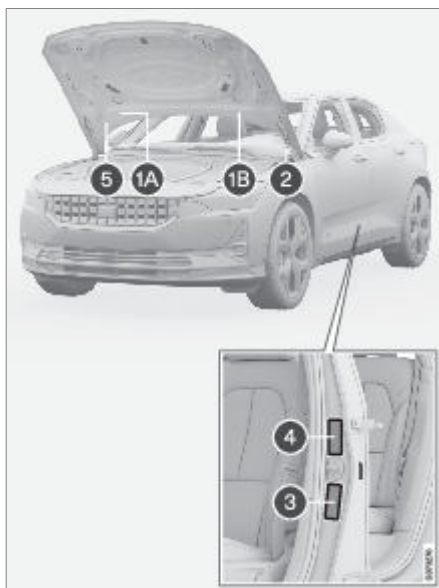
③ Decal for the car's identification number - VIN (Vehicle Identification Number). The decal is located on the top left-hand part of the instrument panel and is visible through the wind-screen.



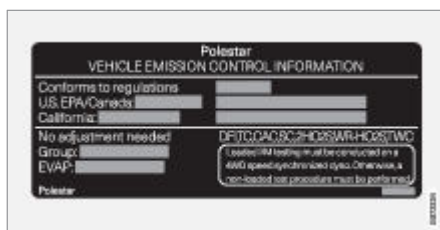
④ The car's identification number (VIN – Vehicle Identification Number) is also punched into a beam under the front edge of the right-hand seat. The number becomes visible when you lift the edge of the mat covering the beam.

Further information on the car is presented in the registration document.

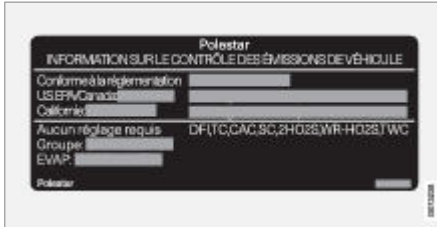
## Label location



*The illustration is schematic - details may vary depending on market and model.*



①A Vehicle Emission Control Information. US models. Your Polestar is designed to meet all applicable emission standards, as evidenced by the certification label on the underside of the bonnet. Contact Polestar Customer Support for further information regarding these regulations.



1 Vehicle Emission Control Information. Canada models. Your Polestar is designed to meet all applicable emission standards, as evidenced by the certification label on the underside of the bonnet. Contact Polestar Customer Support for further information regarding these regulations.



2 Vehicle Identification Number (VIN). The VIN plate is located on the top left surface of the dashboard. The Vehicle Identification Number (VIN) should always be quoted in all correspondence with Polestar Customer Support concerning your vehicle and when ordering spare parts.



3 Tyre pressure. This label indicates the correct tyre pressure for the tyres that were fitted to the car when it left the factory.



4 Federal Motor Vehicle Safety Standards (FMVSS) specifications (USA) and Ministry of Transport (CMVSS) standards (Canada). Your Polestar is designed to meet all applicable safety standards, as evidenced by the certification label on the driver's side B-pillar (the structural member at the side of the vehicle, at the rear of the driver's door opening). This label also includes codes for paint colour, etc. Contact Polestar Customer Support for further information regarding these regulations. U.S. models have the upper decal; Canadian models have the lower one.



⑤ Decal A/C. Refrigerant R1234yf. The decal is placed on the underside of the bonnet.

#### Related information

- Air conditioning — specifications (p. 716)

#### NOTE

- It is not intended that the decals illustrated in the Manual should be exact replicas of those in the car. They are included to show their approximate appearance and locations in the car. The information that applies to your particular car can be found on the decal on the car.
- It is not intended that the decals illustrated in the Manual should be exact replicas of those in the car. They are included to show their approximate appearance and locations in the car. The information that applies to your particular car can be found on the decal on the car.

#### NOTE

- It is not intended that the decals illustrated in the Manual should be exact replicas of those in the car. They are included to show their approximate appearance and locations in the car. The information that applies to your particular car can be found on the decal on the car.
- It is not intended that the decals illustrated in the Manual should be exact replicas of those in the car. They are included to show their approximate appearance and locations in the car. The information that applies to your particular car can be found on the decal on the car.
- It is not intended that the decals illustrated in the Manual should be exact replicas of those in the car. They are included to show their approximate appearance and locations in the car. The information that applies to your particular car can be found on the decal on the car.

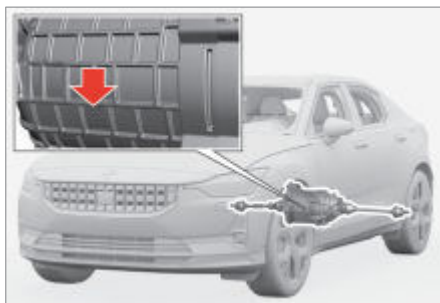


## Location of engraved electric motor number

The electric motor number is engraved into the electric motor.



Location of punched-in serial number and model for front electric drive motor.



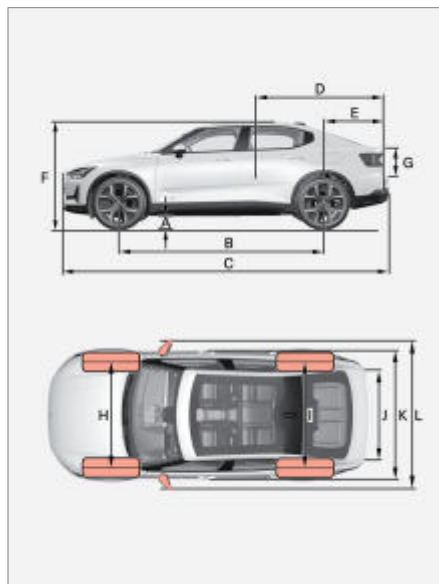
Location of punched-in serial number and model for rear electric drive motor<sup>287</sup>.

### Related information

- Type designations (p. 698)

## Dimensions

Measurement of car length, height, etc. can be read in the table.



	Dimensions	mm	inches
A	Ground clearance <sup>A</sup>	151 <sup>B, C</sup>	5,9 <sup>B, C</sup>
		146 <sup>B, D</sup>	5,7 <sup>B, D</sup>
		167 <sup>E, C</sup>	6,6 <sup>E, C</sup>
		161 <sup>E, D</sup>	6,3 <sup>E, D</sup>
B	Wheelbase	2735	107,7
C	Length	4606	181,3
D	Load length, floor, folded seat	1776	69,9
E	Load length, floor	1020	40,2

# Weights

	Dimensions	mm	inches
F	Height <sup>F</sup>	1482 <sup>C</sup>	58,3 <sup>C</sup>
		1477 <sup>D</sup>	58,1 <sup>D</sup>
G	Load height	667	26.3
H	Front track	1602	63,1
I	Rear track	1601	63,0
J	Load width, floor	939	37.0
K	Width	1859	73,2
L	Width including folded-out door mirrors	1985	78,1

- A At kerb weight + 1 person. (Varies slightly depending on tyre dimension, chassis option, etc.)
- B Front
- C Without performance package
- D With performance package
- E Rear
- F Including roof antenna, for kerb weight.

## Related information

- Weights (p. 708)

Maximum total weight, etc., can be read on a decal in the car.

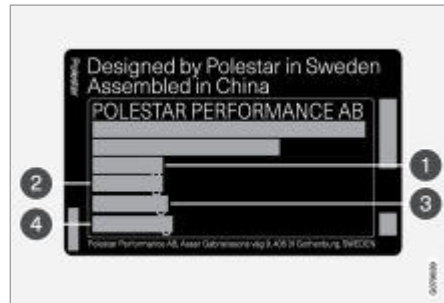
The following table contains important weight specifications for the car.

The kerb weight includes the driver and all oils and fluids.

The weight of the passengers and installed accessories, plus the towball load (when there is a trailer connected) influence the load capacity and are not included in the kerb weight.

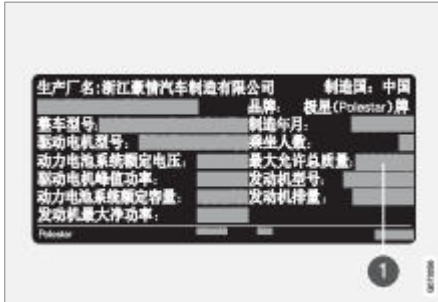
The weight of passengers and accessories influences the payload and is not included in the kerb weight.

Permitted max. load = Gross vehicle weight - Kerb weight.



*The decal is positioned on the door pillar, and will be visible when the right-hand door is opened.*

- ① Max. gross vehicle weight
- ② Max. train weight (car+trailer)
- ③ Max. front axle load
- ④ Max. rear axle load



- ① Max. gross vehicle weight
- ② Max. front axle load
- ③ Max. rear axle load

Max. load: See registration document.

Max. roof load: 75 kg.

Kerb weight and gross vehicle weight, max.

*The decal is positioned on the door pillar, and will be visible when the right-hand door is opened.*

- ① Max. gross vehicle weight



*The decal is positioned on the door pillar, and will be visible when the left-hand front door is opened.*

	Long range Dual motor	Long range Single motor	Standard range Single motor
Kerb weight (kg)	2109 <sup>A</sup> 2113 <sup>B</sup>	2008 <sup>A</sup> 2015 <sup>B</sup>	1965 <sup>A</sup> 1972 <sup>B</sup>

		Long range Dual motor	Long range Single motor	Standard range Single motor
Kerb weight distribution	Front (kg)	1084 <sup>A</sup>	1096 <sup>A</sup>	1073 <sup>A</sup>
		1086 <sup>B</sup>	1099 <sup>B</sup>	1076 <sup>B</sup>
	Rear (kg)	1025 <sup>A</sup>	912 <sup>A</sup>	892 <sup>A</sup>
		1027 <sup>B</sup>	916 <sup>B</sup>	896 <sup>B</sup>
Gross vehicle weight, max. (kg)		2600	2490	2390
Maximum permissible weight per axle	Front (kg)	1290	1280	1240
	Rear (kg)	1410	1300	1240

A 19" wheel.

B 20" wheel.

Category	Variant	USA (lbs)	Canada (kg)
Gross vehicle weight	Long range Dual motor	5735	2600
	Long range Single motor	5480	2490
Load capacity		925	420
Max. axle weight, front	Long range Dual motor	2840	1290
	Long range Single motor	2800	1280
Max. axle weight, rear	Long range Dual motor	3105	1410
	Long range Single motor	2860	1300
Kerb weight	Long range Dual motor	4650–4750	2110–2150
	Long range Single motor	4400–4500	2000–2040
Max. roof load		165	75

#### Related information

- Type designations (p. 698)
- Towing weights and towball loads (p. 712)

### WARNING

The car's driving characteristics change depending on how heavily it is loaded and how the load is distributed.

## IMPORTANT

- When the car is loaded, the maximum gross vehicle weight and axle weights must not be exceeded.

## NOTE

- The documented kerb weight applies to cars in the standard version - i.e. a car without extra equipment or accessories. This means that for every accessory added the loading capacity of the car is reduced correspondingly by the weight of the accessory.

Examples of accessories that reduce load capacity are the different equipment levels, as well as other accessories such as towbar, load holder, space box, auxiliary lamps, GPS, safety grille, carpets, cargo cover, power seats, etc.

Examples of accessories that reduce load capacity are the different equipment levels, as well as other accessories such as load holder, space box, auxiliary lamps, GPS, safety grille, carpets, cargo cover, power seats, etc.

Weighing the car is a certain way of ascertaining the kerb weight of your own particular car.

- If weight data is missing in the table, it will be updated at a later date.

# Towing weights and towball loads

Towing weights and towball loads for driving with a trailer can be viewed in the tables.

## Braked trailer

	Long range Dual motor	Long range Single motor	Standard range Single motor
Max. weight (kg)	1500	1500	1500
Max. towball load (kg)	90	90	90

	USA (lbs)	Canada (kg)
Max. trailer weight		
Unbraked:	1650	750
Braked:	2000	900
Max. towball load	200	90

## Related information

- Type designations (p. 698)
- Weights (p. 708)
- Driving with a trailer (p. 491)
- Trailer stability assist\* (p. 493)

## IMPORTANT

When driving with a trailer, the gross vehicle weight (including towball load) is allowed to be exceeded by a maximum of 100 kg (220 lbs) as long as the speed is limited to 100 km/h (62 mph). National legal requirements such as speed, etc. for the vehicle combination must be observed.

# Electric motor specifications

Specifications (power, etc.) for each respective electric motor alternative can be found in the table below.

Long range Dual motor is powered by two electric motors (front and rear), while Long range Single motor is powered by one electric motor (front).

Long range Dual motor is powered by two electric motors (front and rear), while Long range Single motor and Standard range Single motor are powered by one electric motor (front).

		Long range Dual motor <sup>A</sup>	Long range Dual motor	Long range Single motor	Standard range Single motor
Location in car:		Front and rear	Front and rear	Front	Front
Electric motor type:		Synchronous motor with permanent magnet	Synchronous motor with permanent magnet	Synchronous motor with permanent magnet	Synchronous motor with permanent magnet
Electric motor model:		EAD 3.1P	EAD 3.1	EAD 3.2	EAD 3.4
Max. power output, per electric motor:	kW	175	150	170	170
	hp	238	204	231	231
Max. power output, total car:	kW	350	300 (350 <sup>B</sup> )	170	170
	hp	476	408 (476 <sup>B</sup> )	231	231
Max. torque, per electric motor:	Nm	340	330	330	330
Max. torque, total car:	Nm	680	660 (680 <sup>C</sup> )	330	330

A Applies to cars with Performance pack.

B Applies to cars with Performance software upgrade.

C Applies for a short time, approx. 2-3 seconds, to cars with Performance software upgrade.

		Long range Dual motor	Long range Single motor	Standard range Single motor
Location in car:		Front and rear	Front	Front
Electric motor type:		Synchronous motor with permanent magnet	Synchronous motor with permanent magnet	Synchronous motor with permanent magnet
Electric motor model:		EAD 3.1	EAD 3.2	EAD 3.4
Max. power output, per electric motor:	kW	150	170	170
	hp	204	231	231

Max. power output, total car:	kW	300 (350 <sup>A</sup> )	170	170
	hp	408 (476 <sup>B</sup> )	231	231
Rated power (continuous power), per electric motor:	kW	80	80	80
Rated power (continuous power), total car:	kW	160	80	80
Max. torque, per electric motor:	Nm	330	330	330
Max. torque, total car:	Nm	660 (680 <sup>B</sup> )	330	330

A Applies to cars with Performance software upgrade.

B Applies for a short time, approx. 2-3 seconds, to cars with Performance software upgrade.

		Long range Dual motor <sup>A</sup>	Long range Dual motor	Long range Single motor
Location in car:		Front and rear	Front and rear	Front
Electric motor type:		Synchronous motor with permanent magnet	Synchronous motor with permanent magnet	Synchronous motor with permanent magnet
Electric motor model:		EAD 3.1P	EAD 3.1	EAD 3.2
Max. power output, per electric motor:	kW	175	150	170
	hp	238	204	231
Max. power output, total car:	kW	350	300 (350 <sup>B</sup> )	170
	hp	476	408 (476 <sup>B</sup> )	231
Max. torque, per electric motor:	Nm	340	330	330
	ft. lbs	251	243.5	243
Max. torque, total car:	Nm	680	660 (680 <sup>C</sup> )	330
	ft. lbs	502	487 (502 <sup>C</sup> )	243

A Applies to cars with Performance pack.

B Applies to cars with Performance software upgrade.

C Applies for a short time, approx. 2-3 seconds, to cars with Performance software upgrade.





The decal is positioned on the door pillar, and will be visible when the right-hand door is opened.

① Max. power

#### Related information

- Type designations (p. 698)
- Performance (p. 727)

#### NOTE

- All variants of electric motors are not available in all markets.
- If electric motor data is missing in the table, it will be updated at a later date.

## Brake fluid – specifications

The medium in a hydraulic brake system is called brake fluid, and it is used to transfer pressure from e.g. a brake pedal via a master brake cylinder to one or more slave cylinders, which in turn act on a mechanical brake.

Prescribed grade: Brake fluid that fulfils a combination of Dot 4, 5.1 and ISO 4925 class 6.

### NOTE

It is recommended that brake fluid is changed or filled by an authorised Polestar workshop.

## Air conditioning — specifications

The car's climate control system uses R1234yf freon-free refrigerant. Information about the refrigerant is printed on a decal located on the underside of the bonnet.

Refrigerant and compressor oil are used in the air conditioning system. Information is shown below about the label for refrigerant quantity, and the table below shows the prescribed quality and volume for compressor oil.



### A/C decal

Decal for R1234yf



### Symbol explanation R1234yf

Symbol	Meaning
	Caution
	Mobile air conditioning system (MAC)
	Lubricant type

Symbol	Meaning
	A trained and certified technician is required in order to service the mobile air conditioning system (MAC)
	Flammable refrigerants

### Refrigerant

Refrigerant amount is printed on the decal located on the underside of the bonnet.



① Refrigerant amount.

### Compressor oil

Volume	Prescribed grade
110 ml (3.72 fl. oz.)	POE V68

### Evaporator

#### Related information

- Servicing the climate control system (p. 651)

## WARNING

The air conditioning system contains pressurised refrigerant R1234yf. In accordance with SAE J2845 (Technician Training for Safe Service and Containment of Refrigerants Used in Mobile A/C System), service and repair of the refrigerant system must only be performed by trained and certified technicians in order to ensure the safety of the system.

## IMPORTANT





The A/C system's evaporator must never be repaired or replaced with a previously used evaporator. A new evaporator must be certified and labelled in accordance with SAE J2842.

# The car's certified values for range and electricity consumption



The car's range and electricity consumption are dependent on a number of factors. The ability to achieve a long range and low electricity consumption varies according to the circumstances and conditions under which the car is being driven.










The certified values for the car's range on electric power should not be interpreted as an expected range. The certification values are comparative values that are obtained by means of special drive cycles (see below) and should primarily be used to compare different cars.

The values in the table below are in accordance with WLTP (Worldwide Harmonised Light-Duty Vehicles Test Procedure), which is an international test method for vehicles equivalent to a passenger car designed for laboratory testing.

	Average value over all four drive cycle phases (urban, suburban, extra-urban and motorway driving)
	Certified value for the car's electricity consumption (kWh/100 km). The value is an average value over all four drive cycle phases (urban, suburban, extra-urban and motorway driving).
	Low value
	High value

## Explanation

	Certified value for the car's potential range ("up to") in km. The value should not be interpreted as an expected range, and the range is difficult to achieve during normal driving.
	Urban and suburban driving

		Range		
				
Long range Dual motor		579	482	19,4
		551	455	20,2
Long range Single motor		693	542	17,1
		657	510	18,6

		Range		kWh/100km
				
Standard range Single motor		610	474	16.7
		581	440	17.9

The values in the table above for range in electric mode and electricity consumption are based on special drive cycles (see below). The car's weight may increase depending on its equipment level. Together with how heavily the car is loaded, this affects and reduces its range in electric mode and increases electricity consumption. According to WLTP, each car has unique electric range values, depending on how the car is equipped. In many markets, you can find your car's unique electric range values in the car's registration document.

There are a number of reasons as to why the range (mileage) is shorter and electricity consumption is higher than indicated in the table values. Examples of these include:

- If the car is equipped with extra equipment that affects its weight.
- Driving style.
- If the customer chooses wheels other than those mounted as standard on the basic version of the model, this could increase rolling resistance.
- High speed, which causes increased air resistance.
- Road and traffic conditions, weather and the condition of the car.

### WLTP standard

On 1 September 2018, a new standard was introduced for calculating electric range values in the car. The WLTP standard represents the average driving conditions for everyday driving. In comparison with the previous standard (NEDC),

WLTP takes into account more varied traffic situations and speeds, but also equipment and weight classes. Optional equipment that affects electric range values is deactivated during testing, e.g. air conditioning, seat heating, etc. The new standard should provide more realistic figures when it comes to range for electric operation. The values are intended to allow comparison between different cars and not to represent your typical range for electric mode.

### Drive cycle profiles

A drive cycle simulates actual average driving of the car. The standard is based on four different drive cycle profiles. The four drive cycle profiles are:

- Urban driving – slow driving
- Suburban driving – average speed driving
- Extra-urban driving – fast driving
- Motorway driving – very fast driving.

Every drive cycle is determined by different conditions such as speed, time and mileage, for example.

### Related information

- Range (p. 469)
- Economical driving (p. 471)

## NOTE

If range and electricity consumption data are missing in the table, it will be updated at a later date.

# Approved wheel and tyre sizes

In certain countries not all approved sizes are indicated by the registration document or other documents. The following table shows all approved combinations of wheel rims and tyres.

Front:	245/45 R19 <sup>A</sup> 8x19x50	245/40 R20 8x20x50	245/35 R21 <sup>B</sup> 8,5x21x50
Rear:	245/45 R19 <sup>A</sup> 9x19x53	245/40 R20 9x20x53	245/35 R21 <sup>B</sup> 9x21x53

A 245/45 R19 is not approved when the car has the Performance package.

B 245/35 R21 is only approved for the Polestar 2 BST edition 250.

## Related information

- Minimum permitted tyre load index and speed rating for tyres (p. 722)
- Type designations (p. 698)
- Dimension designation for tyre (p. 594)
- Dimension designation for wheel rim (p. 595)
- Snow chains\* (p. 617)

## NOTE

Polestar recommends that only original Polestar tyres should be used.

## IMPORTANT

- The front wheels must not switch places with the rear wheels, and vice versa.
- 19" and 20" standard wheels are not suitable for cars equipped with Performance Pack.

Only 20" Performance wheels are compatible with the large Performance brakes.

# Minimum permitted tyre load index and speed rating for tyres

The table below shows minimum permitted load index (LI) and speed rating (SS) for tyres.

Minimum permitted load index (LI) <sup>A</sup>	99
Minimum permitted speed rating (SS) <sup>B</sup>	H (Y <sup>C</sup> ) H

A The tyre's load index must be at least equal to or greater than indicated in the table.

B The tyre's speed rating must be at least equal to or greater than indicated in the table.

C Only applies to the Polestar 2 BST edition 250 variant.

# Approved tyre pressures

Approved tyre pressures for the car can be found in the table.

The following tyre pressures are recommended by Polestar for your vehicle. Refer to the tyre pressure label for information specific to the tyres fitted on your vehicle at the factory.

## Related information

- Approved wheel and tyre sizes (p. 721)
- Approved tyre pressures (p. 722)
- Type designations (p. 698)
- Dimension designation for tyre (p. 594)
- Dimension designation for wheel rim (p. 595)

Tyre dimension	Speed	Load, 1-3 persons		Max. load		ECO pressure <sup>A</sup>
		Front kPa (psi) <sup>B</sup>	Rear kPa (psi)	Front kPa (psi)	Rear kPa (psi)	Front/rear kPa (psi)
245/45 R19	0-160 km/h (0-100 mph)	280 (41)	280 (41) 310 (45)	280 (41)	310 (45)	280 (41) / 310 (45)
	160+ km/h (100+ mph)	280 (41)	280 (41) 310 (45)	280 (41)	310 (45)	-
245/40 R20	0-160 km/h (0-100 mph)	300 (44)	280 (41) 310 (45)	300 (44)	310 (45)	300 (44) / 310 (45)
	160+ km/h (100+ mph)	300 (44)	280 (41) 310 (45)	300 (44)	310 (45)	-



Tyre dimension	Speed	Load, 1-3 persons		Max. load		ECO pressure <sup>A</sup>
		Front kPa (psi) <sup>B</sup>	Rear kPa (psi)	Front kPa (psi)	Rear kPa (psi)	Front/rear kPa (psi)
245/35 R21	0-160 km/h (0-100 mph)	280 (41)	280 (41)	280 (41)	280 (41)	280 (41) / 280 (41)
	160+ km/h (100+ mph)	280 (41)	280 (41)	280 (41)	280 (41)	-
Temporary Spare Tyre T125/70 R19		420 (60)	420 (60)	420 (60)	420 (60)	-

A Economical driving.

B In certain countries the "bar" unit is used alongside the SI unit "Pascal": 1 bar = 100 kPa.

Tyre dimension	Cold tyre pressure for up to five people	
	Front psi (kPa)	Rear psi (kPa)
245/45 R19	41 (280)	42 (290)
245/40 R20		
245/35 R21 <sup>A</sup>	41 (280)	41 (280)
Temporary spare tyre	N/A	N/A

A 245/35 R21 is only approved for the Polestar 2 BST edition 250.

#### Related information

- Type designations (p. 698)
- Checking tyre pressure (p. 601)
- Approved wheel and tyre sizes (p. 721)
- Recommended tyre pressure (p. 603)

#### IMPORTANT

- The front wheels must not switch places with the rear wheels, and vice versa.

#### IMPORTANT

- The front wheels must not switch places with the rear wheels, and vice versa.

# Energy efficiency rating for tyres

Rolling resistance and wet grip for each tyre model can be seen below.

Tyre manufacturer	Tyre specification	Rolling resistance	Wet grip
Michelin	245/45 R19	2	3
Continental	245/40 R20	4	1

The same tyre size can have different efficiency ratings. Certain information is subject to change without prior notification.

## Wheel alignment settings

## Dynamic balancing, complete wheel

Values for Toe angle can be read out in the table.

	Front	Rear
Toe angle per wheel	$0,15^{\circ} \pm 0,10^{\circ}$	$0,15^{\circ} \pm 0,10^{\circ}$
Total toe angle	$0,30^{\circ} \pm 0,20^{\circ}$	$0,30^{\circ} \pm 0,20^{\circ}$

Maximum permitted residual imbalance per side during dynamic balancing is in accordance with the table below.

Wheel size	
19"	10.0 grams
20"	10.0 grams

# Brake specifications

The dimensions of brake pedal travel, brake lining thickness and brake discs can be read from the tables below.

## Brake pedal travel

Distance measured on brake pedal.

Available pedal travel incl. dead travel (mm)	Dead travel pedal travel (mm)
approx. 134	approx. 6

## Brake linings, front

Thickness brake linings (2x) + disc thickness.

Type	Min. dimension (mm)
18"	31.5
19"	36.5

## Brake linings, rear

Thickness brake linings (2x) + disc thickness.

Type	Min. dimension (mm)
17"	21.5
18"	21.5

## Brake discs

Brake discs, front (ventilated discs)

Thickness, new (mm):	18"	30
	19"	35

Replace at a minimum of (mm):	18"	27,5 <sup>A</sup>
	19"	32,5 <sup>A</sup>
Minimum thickness for replacing the brake linings (mm):		2

A Replace the brake discs after 3 mm of wear of the thickness of the total brake disc.

Brake discs, rear (ventilated discs)

Thickness, new (mm):	17"	20
	18"	20
Replace at a minimum of (mm):	17"	17,5 <sup>A</sup>
	18"	17,5 <sup>A</sup>
Minimum thickness for replacing the brake linings (mm):		2

A Replace the brake discs after 2 mm of wear of the thickness of the total brake disc.

# Performance

Top speed, acceleration time and maximum gradient can be found in the table below.

Top speed and acceleration time can be read in the table below.

	Long range Dual motor	Long range Single motor	Standard range Single motor
Top speed (km/h)	205	160	160
Acceleration time 0-100 km/h (seconds)	4,7 (4,4 <sup>A</sup> )	7,4	7,4
Max. gradient (%)	40	40	40

A Applies to cars with Performance software upgrade.

	Long range Dual motor	Long range Single motor	Standard range Single motor
Top speed	205 km/h (127 mph)	160 km/h (100 mph)	160 km/h (100 mph)
Acceleration time 0-100 km/h (0-62 mph) (seconds)	4,7 (4,4 <sup>A</sup> )	7,4	7,4

A Applies to cars with Performance software upgrade.

## Related information

- Electric motor specifications (p. 713)

### NOTE

- If performance data is missing in the table, it will be updated at a later date.
- If performance data is missing in the table, it will be updated at a later date.

# Polestar 2 – Candidate List Substance Information (CL) in accordance with the REACH Regulation, Article 33.1

In accordance with Article 33.1 of the REACH Regulation (Reg. EC 1907/2006),<sup>288</sup> professional customers must be informed of Substances of Very High Concern (SVHC<sup>289</sup>) in products supplied by Polestar Performance AB. The intention is to facilitate the safe handling of the constituent components affected in order to protect people and the environment.

Polestar Performance AB supports the underlying goals of REACH regulation in general, and Article 33 in particular, which are consistent with our own commitment to promote the responsible manufacturing, handling and use of our products.

## Presence of Candidate List Substances

The articles in the "Candidate List Substances Table" below contain substances at greater than 0.1% w/w on the candidate list (CL) for the specific car. The information on substances in the candidate list (CL) is based on the data obtained from our suppliers and our own product data.

## General Safe Use Information for Articles

Every car from Polestar Performance AB is provided with an owner's manual, which includes safe use information for owners/drivers/users of the car. Polestar Performance AB information on repair and servicing of cars and genuine parts also includes safe use information for service personnel.

Where present in parts of this car, the Candidate List substances shown on the relevant "Candidate List Substances Table" for the specific car are incorporated in such a way that potential exposure to customers as well as risks for people or the environment can be minimised as long as the car and its parts are used as intended, and any repairs, servicing and maintenance are carried out following technical instructions for those activities, and industry standard good practices.

An end-of-life vehicle may only be disposed of legally in the European Union at an Authorised Treatment Facility (ATF). Vehicle parts should be disposed in accordance with locally applicable laws and local authority guidance.

We hereby inform that almost all product areas contain lead (CAS No 7439-92-1), primarily as alloying elements in steel, aluminium and copper.

<sup>288</sup> REACH - The European Union's chemicals legislation, which entered into force on 1 June 2007, Regulation (EC) No. 1907/2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH).

<sup>289</sup> SVHC - Substances of Very High Concern, which are included in the current candidate list (CL).

Candidate List Substances Table

Area - [Localisation]	Part/s	Substance/s
Body, Interior / Exterior - [air conditioning]	PROTECTIVE CAP, HUMIDITY SENSOR, SENSOR EVAPORATOR, SENSOR HEX, SENSOR AQS, CONTROL UNIT FAN, SENSOR, TXV, EXPANSION VALVE, CHILLER, VALVE CAP, SHUT-OFF VALVE, BLOCK, CLIMATE UNIT, PIPE ASSEMBLY, CHANNEL SENSOR, AIR INLET, CONTROL UNIT, EL COMPRESSOR, PRESSURE HOSE, SENSOR PRESSURE TEMP, VALVE, BLOCK WATER CONDENSER	Lead [7439-92-1], Diboron-trioxide [1303-86-2], Lead-monoxide [1317-36-8], Octamethylcyclotetrasiloxane [556-67-2], Decamethylcyclopentasiloxane [541-02-6], Lead titanium zirconium oxide [12626-81-2], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5]
Body, Interior / Exterior - [airbag]	FLANGE SCREW, AIRBAG, CONTROL UNIT SRS, SIDE AIR BAG	Cobalt-dichloride [7646-79-9], Refractory ceramic fibres [142844-00-6], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5], Lead [7439-92-1]
Body, Interior / Exterior - [exterior equipment]	GRILLE SHUTTER, ACTIVE SPOILER SHUTTER	Diboron-trioxide [1303-86-2], Lead [7439-92-1]
Body, Interior / Exterior - [floor / frame section / wheel housing / firewall]	WELD NUT	Boric acid [10043-35-3]
Body, Interior / Exterior - [glass, window / windscreen / roof]	REAR SCREEN	1-Methyl-2-pyrrolidone [872-50-4], Diboron-trioxide [1303-86-2]
Body, Interior / Exterior - [hood cover]	REAR PANEL	C,C'-azodi(formamide) [123-77-3]
Body, Interior / Exterior - [instruction / information plates]	NUMBER PLATE HOLDER, DECAL SRS	Imidazolidine-2-thione [96-45-7], Lead [7439-92-1], 2-ethylhexyl 10-ethyl-4,4-dioctyl-7-oxo-8-oxa-3,5-dithia-4-stannatetradecanoate [15571-58-1]

Area - [Localisation]	Part/s	Substance/s
Body, Interior / Exterior - [instrument / radio panel]	HINGE PIN, DIM COOLING, CSD ADAPTER, LAMP LED, INSTRUMENT PANEL, GLOVE BOX	Lead [7439-92-1], C,C'-azodi(formamide) [123-77-3], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2]
Body, Interior / Exterior - [interior equipment]	AIR OUTLET, SUPPORT, STRUCTURE, ARM REST	Tris(nonylphenyl)phosphite [26523-78-4], Lead [7439-92-1], C,C'-azodi(formamide) [123-77-3]
Body, Interior / Exterior - [lock / handle]	CAMERA, LOCK, KEY, OUTER HANDLE, DOOR LOCK, LOCK CYLINDER SET	Lead [7439-92-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2], Lead titanium zirconium oxide [12626-81-2]
Body, Interior / Exterior - [miscellaneous]	SOUND INSULATION	Diboron-trioxide [1303-86-2]
Body, Interior / Exterior - [outside / exterior trim]	ROOF JOINT MOULDING	2-(2H-Benzotriazol-2-yl)-4,6-ditertpentylphenol [25973-55-1]
Body, Interior / Exterior - [outside mirrors]	CAMERA, REAR VIEW MIRROR OUTER, BLUETOOTH LOW ENERGY, DIRECTION INDICATOR, REAR VIEW MIRROR	Lead [7439-92-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2], Lead titanium zirconium oxide [12626-81-2], Tris(nonylphenyl)phosphite [26523-78-4], Decamethylcyclopentasiloxane [541-02-6], Octamethylcyclotetrasiloxane [556-67-2]
Body, Interior / Exterior - [seat belt / other restraining systems]	HEIGHT ADJUSTMENT, BELT CATCH, SEAT BELT, BELT	Lead [7439-92-1], Disodium-octaborate [12008-41-2], Cobalt-dinitrate [10141-05-6]
Body, Interior / Exterior - [seats]	SIX POINT SOCKET SCREW, FRAMEWORK, ENGINE, UNDERCARRIAGE, HEAD RESTRAINT, LUMBAR SUPPORT, UPHOLSTERY, VENTILATION, ARM REST, BACKREST FRAME	1-Methyl-2-pyrrolidone [872-50-4], Lead [7439-92-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2], Acrylamide [79-06-1], Sodium borate, decahydrate [1303-96-4], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5], C,C'-azodi(formamide) [123-77-3], N,N-Dimethylacetamide [127-19-5]
Body, Interior / Exterior - [side door]	CARRIER, BODY MOUNTED SEALING, DOOR MOUNTED SEALING, SEALING	Lead [7439-92-1], C,C'-azodi(formamide) [123-77-3]



Area - [Localisation]	Part/s	Substance/s
Body, Interior / Exterior - [trunk lid / tail-gate complete]	BUMPSTOP, SPINDLE DRIVE	Imidazolidine-2-thione [96-45-7], Lead [7439-92-1]
Body, Interior / Exterior - [upholstery]	SHIM, REAR SHELF, SILL MOULDING, ARM REST, DOOR PANEL	Lead [7439-92-1], Diboron-trioxide [1303-86-2], C,C'-azodi(formamide) [123-77-3]
Brake - [brake control]	BRAKE LIGHT SWITCH	Lead [7439-92-1]
Brake - [brake line with connections]	BRAKE PIPE, BRAKE PIPE ENGINE COMPART, BRAKE PIPE REAR CENTRE, BRAKE PIPE REAR, BRAKE PIPE FRONT, BRAKE PIPE FRONT	Lead [7439-92-1]
Brake - [brake, anti lock (anti-skid)]	SENSOR, HYDRAULIC UNIT MKC1	Lead [7439-92-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2]
Brake - [wheel brake]	AIR VENTING NIPPLE, EPB, BLEEDER VALVE, BRAKE CALIPER	Lead [7439-92-1], 2-Methylimidazole [693-98-1], Hexahydromethylphthalic-anhydride [25550-51-0], Tris(nonyl-phenyl)phosphite [26523-78-4]
Electric Power Supply / Instruments - [antenna]	WAVE TRAP, GROUND SIDE COIL, ANTENNA AMPLIFIER, ETC ON BOARD UNIT	4,4'-Isopropylidenediphenol [80-05-7], Lead [7439-92-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2], Hexahydromethylphthalic-anhydride [25550-51-0]
Electric Power Supply / Instruments - [automatic monitoring / control]	PRINTED CIRCUIT BOARD, CONTROL UNIT, SIREN, SENSOR, BLUETOOTH LOW ENERGY, ANGLE OF ARRIVAL, PHONE AS KEY, REMOTE KEY, ANTENNA	Lead [7439-92-1], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5], Lead(II,IV)-oxide [1314-41-6], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2], Dicyclohexyl-phthalate [84-61-7], Silicic acid, lead salt [11120-22-2], 1,2-Dimethoxyethane [110-71-4]
Electric Power Supply / Instruments - [battery and mounting parts]	FLANGE NUT, BATTERY, BMS, BATTERY MODULE, HOUSING, HOLDER, CURRENT SENSOR, CELL VOLTAGE TEMP NODE, MAIN RELAY, BATTERY CONTROL UNIT, BATTERY DISCONNECT UNIT	Cobalt-dinitrate [10141-05-6], Lead [7439-92-1], 1-Butanesulfonic acid, 1,1,2,2,3,3,4,4,4-nonafluoro-, potassium salt (1:1) [29420-49-3], Cobalt chloride [7791-13-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2]

Area - [Localisation]	Part/s	Substance/s
Electric Power Supply / Instruments - [cable components]	FUSE BOX HOUSING, RECEPTACLE HOUSING	Lead [7439-92-1], Octamethylcyclotetrasiloxane [556-67-2], Decamethylcyclopentasiloxane [541-02-6]
Electric Power Supply / Instruments - [cable system high voltage]	CHARGE CABLE CORD, CABLE HARNESS, CABLE HV, CABLE CHARGE POINT HV	Lead [7439-92-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2], Octamethylcyclotetrasiloxane [556-67-2], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5]
Electric Power Supply / Instruments - [cable system]	FLANGE NUT, CABLE, CABLE PAC, FUSE BOX HOUSING, CABLE HARNESS, CABLE FLOOR	Cobalt-dinitrate [10141-05-6], Lead [7439-92-1], Tris(nonylphenyl)phosphite [26523-78-4], Octamethylcyclotetrasiloxane [556-67-2], Decamethylcyclopentasiloxane [541-02-6]
Electric Power Supply / Instruments - [cleaner]	WIPER APPARATUS, WIPER ARM, WASHER FLUID RESERVOIR, PUMP, WASHER PUMP	Lead [7439-92-1]
Electric Power Supply / Instruments - [communication, mobile telephone]	ANTENNA, BATTERY, PRINTED CIRCUIT BOARD, MICROPHONE, BACK-UP BATTERY, WIRELESS CHARGE SYSTEM	Lead [7439-92-1], Diboron-trioxide [1303-86-2], N,N-Dimethylacetamide [127-19-5], Lead-monoxide [1317-36-8], Lead-titanium-trioxide [12060-00-3], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5]
Electric Power Supply / Instruments - [electric drive system]	BRACKET, ONBOARD CHARGER, CABLE HARNESS, INVERTER, INVERTER TRANSDUCER, COOLANT PIPE, ADAPTERCABLE, SENSOR, STARTER MOTOR	Lead [7439-92-1], Diboron-trioxide [1303-86-2], Lead-monoxide [1317-36-8], 4-Nonylphenol, branched [84852-15-3], Terphenyl, hydrogenated [61788-32-7], 2-Benzyl-2-dimethylamino-4-morpholinobutyrophenone [119313-12-1], 2-Methylimidazole [693-98-1], Octamethylcyclotetrasiloxane [556-67-2], Decamethylcyclopentasiloxane [541-02-6], N,N-Dimethylacetamide [127-19-5]
Electric Power Supply / Instruments - [electrical distribution box / fuse box]	CEM	Lead [7439-92-1]
Electric Power Supply / Instruments - [infotainment system]	CONTROL UNIT, DISPLAY	Lead [7439-92-1], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5]

Area - [Localisation]	Part/s	Substance/s
Electric Power Supply / Instruments - [lighting]	CONTROL UNIT HCM, MODULE, HEADLAMP, FOG LIGHT REFLEX LED, FOG LIGHT REFLEX, STOP LAMP, STOP LAMP TINTED, LIGHTING IP, LAMP LED, LIGHTING, REAR LAMP	Lead [7439-92-1], Octamethylcyclotetrasiloxane [556-67-2], Diboron-trioxide [1303-86-2], Lead-monoxide [1317-36-8], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5]
Electric Power Supply / Instruments - [mobile data services]	CONTROL UNIT	Lead [7439-92-1]
Electric Power Supply / Instruments - [protection]	SENSOR	Lead [7439-92-1]
Electric Power Supply / Instruments - [radio equipment]	WOOFER, AUDIO MODULE, SUBWOOFER	Cobalt(II) nitrate hexahydrate [10026-22-9], Imidazolidine-2-thione [96-45-7], Lead [7439-92-1], Diboron-trioxide [1303-86-2], Lead-monoxide [1317-36-8], 4,4'-Isopropylidenediphenol [80-05-7]
Electric Power Supply / Instruments - [support systems]	CAMERA, SENSOR, CONTROL UNIT, FAN, RADAR	Lead [7439-92-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2], Lead titanium zirconium oxide [12626-81-2], Lead-titanium-trioxide [12060-00-3], Decamethylcyclotetrasiloxane [541-02-6], Octamethylcyclotetrasiloxane [556-67-2]
Electric Power Supply / Instruments - [vehicle computational units / gateway modules]	CONTROL UNIT	Lead [7439-92-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2]
Electric Power Supply / Instruments - [vehicle control system]	SUN SENSOR, SWITCH, SWITCH PANEL, BUTTON, TEMPERATURE SENSOR, SWITCH CRUISE CONTROL, STALK MODULE, USB POWER OUTLET, LOCK BUTTON, HARDWARE, COMBI INSTRUMENT	Lead [7439-92-1], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5], Diboron-trioxide [1303-86-2], Lead-monoxide [1317-36-8], Lead titanium zirconium oxide [12626-81-2], Lead-titanium-trioxide [12060-00-3], Boric acid [10043-35-3]
Engine - [accelerator control]	ACCELERATOR PEDAL	Lead [7439-92-1], 4-(1,1,3,3-Tetramethylbutyl)phenol [140-66-9]

Area - [Localisation]	Part/s	Substance/s
Engine - [air cleaner]	RESONATOR, HOSE MODULE	Lead [7439-92-1]
Engine - [control systems]	CONTROL UNIT, PRESSURE SENSOR TEMPERATU, PRESSURE SENSOR, TEMP AND PRESSURE SENSOR, AIR TEMP. SENSOR	Lead [7439-92-1], Diboron-trioxide [1303-86-2], Lead-monoxide [1317-36-8]
Engine - [cooling system]	TEMPERATURE SENSOR, BRACKET, HOSE, HOSE RADIATOR QC, THREE-WAY VALVE, ELECTRIC WATER PUMP, COVER, NIPPLE, MODULE WATER PUMP, O-RING, INLET PIPE, PLASTIC PIPE, WATER PUMP, SIX POINT SOCKET SCREW, THERMOSTAT HOUSING, BRACKET TEMP SENSOR	Lead [7439-92-1], Diboron-trioxide [1303-86-2], Lead(II,IV)-oxide [1314-41-6], Lead-monoxide [1317-36-8], Decamethylcyclotetrasiloxane [541-02-6], Octamethylcyclotetrasiloxane [556-67-2], 1-Methyl-2-pyrrolidone [872-50-4]
Engine - [crank mechanism]	DUAL MASS FLYWHEEL, NIPPLE, NON-RETURN VALVE	Lead [7439-92-1]
Engine - [cylinder block / head]	TOP COVER, PROTECTING CASING, VACUUM PUMP, BEDPLATE, CYLINDER BLOCK, LOCATING PIN, BEARING HOUSE CAM SHAFT, CYLINDER HEAD, CAP, GUIDE SLEEVE, CAM SHAFT COVER, CAMSHAFT CAP, ENGINE BRACKET, HOUSING, CAM SHAFT HOUSING, CYLINDER HEAD (FIT4)	Lead [7439-92-1]
Engine - [distributor]	KNOCK SENSOR, CRANK-SHAFT POS. SENSOR, CAM-SHAFT POSITION SENSOR, BRACKET	Lead-monoxide [1317-36-8], Lead titanium zirconium oxide [12626-81-2], Diboron-trioxide [1303-86-2], Lead [7439-92-1]
Engine - [emission equipment]	PRESSURE SENSOR, EGR VALVE, VALVE	Diboron-trioxide [1303-86-2], Lead [7439-92-1], Lead-monoxide [1317-36-8]

Area - [Localisation]	Part/s	Substance/s
Engine - [engine / engine mounting]	BRACKET ENGINE MOUNT, ENGINE MOUNT, STRAIN RELIEF, CABLE HARNESS, O-RING, ELECTRIC MOTOR, REAR AXLE, FRONT AXLE, TORQUE LINK BRACKET	Lead [7439-92-1], Decamethylcyclopentasiloxane [541-02-6], Octamethylcyclotetrasiloxane [556-67-2], N,N-Dimethylacetamide [127-19-5], Lead-monoxide [1317-36-8]
Engine - [fuel system / evaporator system]	FUEL PRESSURE SENSOR, THROTTLE, FUEL DISTRIBUTION PIPE, ACTUATOR, DELIVERY PIPE, INTAKE MANIFOLD, INJECTION VALVE, FUEL PUMP, HEAT SHIELD PLATE, HIGH PRESSURE PUMP, INJECTOR	Lead [7439-92-1], Diboron-trioxide [1303-86-2], Boric acid [10043-35-3], Lead titanium zirconium oxide [12626-81-2], Lead-titanium-trioxide [12060-00-3], Lead-monoxide [1317-36-8]
Engine - [ignition / spark plug]	IGNITION COIL, SPARK PLUG, CONTROL UNIT, GLOW PLUG	Lead [7439-92-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2]
Engine - [lubricating and oil system]	VALVE, OIL LEVEL SENSOR, OIL SUMP, OIL PUMP, PLUG, OIL PRESSURE SENSOR, PISTON COOLING JET, INLET PIPE, SUCTION LINE, PISTON COOLING VALVE, WINDAGE TRAY, OIL FILTER	Lead [7439-92-1], Lead-titanium-trioxide [12060-00-3], Diboron-trioxide [1303-86-2]
Engine - [miscellaneous / help device installation]	GUIDE SLEEVE, BRACKET	Lead [7439-92-1]
Engine - [supercharging]	TURBO CHARGER, VACUUM REGULATOR, O-RING, VACUUM RESEVOIR, STAY COMPRESSOR, SUPERCHARGER, COMPRESSOR, THROTTLE, VACUUM RESERVOIR, SIX POINT SOCKET SCREW, BYPASS HOUSING, COMPRESSOR PIPE, TURBO, BRACKET, MP TURBO, INLET PIPE	Lead [7439-92-1], 1-Methyl-2-pyrrolidone [872-50-4], Diboron-trioxide [1303-86-2], Octamethylcyclotetrasiloxane [556-67-2], Decamethylcyclopentasiloxane [541-02-6]

Area - [Localisation]	Part/s	Substance/s
Engine - [transmission]	IDLER PULLEY, TENSIONER, BELT PROTECTOR, SLEEVE, CAMSHAFT, BALANCE SHAFT, SOLENOID, HOUSING, BELTCOVER, VVT ACTUATOR	Lead [7439-92-1]
Frame / Springs / Damping / Wheels - [rim]	KEY, WHEEL BOLT, ADHESIVE BALANCE WEIGHT	Lead [7439-92-1], Diboron-trioxide [1303-86-2]
Frame / Springs / Damping / Wheels - [shock absorber]	SHOCK ABSORBER REAR, SHOCK ABSORBER FRONT	Lead [7439-92-1]
Power Transmission - [electrical axis drive]	FRONT AXLE, REAR AXLE, PLANET CARRIER, PLUG	Lead [7439-92-1], Lead-monoxide [1317-36-8]
Power Transmission - [front axle / rear axle / drive shaft]	BEARING ANCHORAGE, FLANGE SCREW	Lead [7439-92-1], Cobalt-dichloride [7646-79-9]
Power Transmission - [gear lever carrier / gear selector controls]	GEAR LEVER CARRIER	Lead [7439-92-1]
Wheel Suspension / Steering - [steering gear / wheel / shaft / column lock / column]	STEERING COLUMN LOCK, STEERING WHEEL SPORT, STEERING COLUMN MANUAL, STEERING GEAR	Lead [7439-92-1], 2-(2H-Benzotriazol-2-yl)-4,6-ditertpentylphenol [25973-55-1], Lead-monoxide [1317-36-8], Diboron-trioxide [1303-86-2], Lead-titanium-trioxide [12060-00-3], 2-Methyl-1-(4-methylthiophenyl)-2-morpholinopropan-1-one [71868-10-5], Octamethylcyclotetrasiloxane [556-67-2], Decamethylcyclopentasiloxane [541-02-6]

Section 20

—

Services

# Polestar Assistance – if you need help on the road



With Polestar Assistance you can count on help if the unexpected occurs.

Our goal is to enable you to continue your journey as soon as possible, by offering onsite roadside assistance. If we are unable to repair your vehicle onsite, we will arrange towing and your transport home or overnight accommodation.

Polestar Assistance is included when buying a new car for three years<sup>290</sup> from the date of first registration.

## Polestar Assistance:

You have access to Polestar Assistance around the clock, 365 days a year in most European countries.

You have access to Polestar Assistance around the clock, 365 days a year throughout the USA and Canada.

Polestar Assistance can offer assistance in the event of a breakdown, or when your car unexpectedly becomes immobilised. Polestar Assistance is valid for immobilisation due to unexpected mechanical, technical or electrical breakdown, and not due to lack of maintenance.

Polestar Assistance covers the owner or owner-authorised driver of a Polestar covered by the limited new car warranty or the extended service agreement for a car sold in the USA or Canada. Polestar Assistance is transferred for the remainder of the time covered when a Polestar

is sold on, provided that Polestar is notified and sufficient evidence of the change of ownership is shown. If the car was not purchased directly from Polestar, the new owner is responsible for notifying Polestar of the change of ownership and showing sufficient evidence of ownership.

The following events are also covered by Polestar Assistance:

- tyre problems: puncture
- flat battery
- key problems: locked out, lost or broken car key

In the event of a puncture, you can use the accompanying repair kit in your Polestar for assistance.

If it is not possible to repair the car onsite, it will be towed to the nearest Polestar Authorised Service Point.

Applies to USA: If the car is within 150 miles it will be recovered to the nearest Polestar Authorized Service Point, otherwise it will be recovered to a suitable, local tire shop.

Applies to Canada: If the car is within 250 km it will be recovered to the nearest Polestar Authorized Service Point, otherwise it will be recovered to a suitable, local tire shop.

Polestar Assistance is also valid in the event of road traffic accident where the car is immobi-



lised; attempted theft or vandalism where the car is immobilised, if the car is stolen, and fire.

Polestar Assistance is not car insurance, accident insurance or travel insurance. However, it is possible to contact Polestar Assistance in the event of an accident or if the windscreen is damaged. Depending on the situation and circumstances, we will coordinate assistance so that your own insurance company can help you as soon as possible. If necessary, you are entitled to 1 day of replacement transport free of charge for up to 100 km so that you can make the necessary arrangements with your insurance company. Provided that the conditions for compensation are not included in your own insurance cover.

Caravans or trailers towed by a covered Polestar vehicle are also covered. Horses or other livestock are not included in Polestar Assistance, but we will assist in getting the horsebox and horse/livestock to a safe place whenever possible.

If the car cannot be repaired within four hours on the same day, you will be offered transport home or to your destination, hotel or a replacement car as per 1.3. in other terms and conditions for Polestar Assistance.

## Contact

Should you experience a car breakdown or accident and you cannot continue your journey, contact Polestar Assistance.

If your car has been damaged, contact Polestar Assistance.

Contacting Polestar Assistance directly is a requirement for the validity of Polestar Assistance.

Press the CONNECT button in the ceiling. You will then be connected to our operator who can see your geographic position and other information that allows us to provide you with optimal

assistance. You can also request assistance using the Polestar app.

If the car's owner has not been updated at Polestar following a change of ownership, a copy of the car's registration document may have to be shown in order to ensure free-of-charge assistance or recovery.

When making contact we will need the following information in order to be able to provide you with assistance:

- your name and address
- registration plate number and the car's VIN number
- model and colour of the car
- your location, with as much detail as possible
- a description of the problem
- mobile phone number and/or email address.

## Polestar Assistance applies in the following countries:

Albania, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece<sup>291</sup>, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Russia<sup>292</sup>, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, and United Kingdom. Polestar Assistance also applies for transport between these countries.

<sup>291</sup> Cover in Cyprus is limited to the Greek territory of the island.

<sup>292</sup> Cover in Russia is limited to the regions of Saint Petersburg, Moscow, Rostov On Don, Togliatti, Perm, etc. within a 200 km (124 miles) radius surrounding the external ring of the cities.

## NOTE

You need to report the immobilisation of the car immediately (within 24 hours) to Polestar Assistance. Service that is not provided or handled by Polestar Assistance, or that has been delivered without Polestar Assistance pre-approval, will not be reimbursed.

# Other conditions for Polestar Assistance<sup>293</sup>

## 1.1 Roadside repair

We will provide help on the spot to try to get your car moving again. If we cannot repair your car at the roadside, we will tow it to the nearest Polestar Authorised Service Point, or if you prefer, to your regular Polestar Authorised Service Point within a range of 110 km (70 miles).

Applies to USA: We will provide help on the spot to try to get your car moving again. If we cannot repair your car at the roadside, we will tow it to the nearest Polestar Authorised Service Point, or if you prefer, to your regular Polestar Authorised Service Point within a range of 150 miles.

Applies to Canada: We will provide help on the spot to try to get your car moving again. If we cannot repair your car at the roadside, we will tow it to the nearest Polestar Authorised Service Point, or if you prefer, to your regular Polestar Authorised Service Point within a range of 250 km.

### 1.1.1 Flat battery

If the journey cannot be completed due to discharged battery, the car is towed to the nearest charging station or Polestar Authorised Service Point.

In the event of problems starting due to discharged 12 V battery, we offer the use of jump leads for starting.

### 1.1.2 Lock or key related problems

If possible, lock opening will be attempted and/or a spare key will be shipped if the car key is not working.

We will try to open the lock if possible.

## 1.2 Roadside Recovery

Towing is carried out when safety concerns require it or if onsite repair is not possible within a reasonable time. If we cannot repair your car at the roadside, we will tow it to the nearest Polestar Authorised Service Point, or if you prefer, to your regular Polestar workshop within a

range of 110 km (70 miles). For longer distances, or if towing is needed abroad, the car will be towed to the nearest Polestar Authorised Service Point.

Recovery is provided when so required by safety considerations, or if your car cannot be repaired at the roadside. Your car will be towed to the workshop if the distance to your local Polestar workshop is less than 110 km (70 miles) from your location. In the case of distances greater than 70 miles, the car will be towed to your nearest Polestar Authorised Service Point.

## 1.3 If further assistance is required

In the event that the car cannot be repaired at the service point within four hours on the same day, you and your passengers may select one of the following options below to continue your journey. Note that you may only select one of the options from 1.3.1, 1.3.2 or 1.3.3.

### 1.3.1 Transport to home or destination

Polestar Assistance covers travel by rail or bus, air travel or taxi, for a value of up to 600 EUR per person, for driver, passengers, pets and luggage, which makes it possible to either travel home or continue to the destination if this is within the area covered and is not more expensive for Polestar Assistance. Passenger and car transport shall take place in the least expensive way.

Polestar Assistance will pay for train, coach or airline tickets or a taxi to a value of up to 600 EUR per person, for the driver, passengers, pets and luggage in the car at the time of the breakdown. This will make it possible to either return home or continue to your destination, if this is within the range offered and this will not be more expensive for Polestar Assistance. Passenger and car transport shall take place in the least expensive way.

Polestar Assistance covers travel by rail or bus, air travel or taxi, for a value of up to 6000 SEK per person, for driver, passengers, pets and luggage, which makes it possible to either travel

home or continue to the destination if this is within the area covered and is not more expensive for Polestar Assistance. Passenger and car transport shall take place in the least expensive way.

Polestar Assistance covers travel by rail or bus, air travel or taxi, for a value of up to 450 GBP per person, for driver, passengers, pets and luggage, which makes it possible to either travel home or continue to the destination if this is within the area covered and is not more expensive for Polestar Assistance. Passenger and car transport shall take place in the least expensive way.

Polestar Assistance covers travel by rail or bus, air travel or taxi, for a value of up to 6000 NOK per person, for driver, passengers, pets and luggage, which makes it possible to either travel home or continue to the destination if this is within the area covered and is not more expensive for Polestar Assistance. Passenger and car transport shall take place in the least expensive way.

Polestar Assistance covers travel by rail or bus, air travel or taxi, for a value of up to 600 USD per person, for driver, passengers, pets and luggage, which makes it possible to either travel home or continue to the destination if this is within the area covered and is not more expensive for Polestar Assistance. Passenger and car transport shall take place in the least expensive way.

### 1.3.2 Hotel accommodation

If the distance to your home is more than 110 km (70 miles) for the duration of the repair, hotel accommodation is offered locally for driver and passengers for up to five nights to a maximum value of 200 EUR per person and night. This alternative can only be selected while the car is in the service point for repair or awaiting repair.

If the distance to your home is more than 110 km (70 miles) for the duration of the repair, hotel accommodation is offered locally for driver and passengers for up to five nights to a maximum value of 2000 SEK per person and night. This

alternative can only be selected while the car is in the service point for repair or waiting for repair.

If the distance to your home is more than 110 km (70 miles) for the duration of the repair, hotel accommodation is offered locally for driver and passengers for up to five nights to a maximum value of 150 GBP per person and night. This alternative can only be selected while the car is in the service point for repair or awaiting repair.

If the distance to your home is more than 110 km (70 miles) for the duration of the repair, hotel accommodation is offered locally for driver and passengers for up to five nights to a maximum value of 2000 NOK per person and night. This alternative can only be selected while the car is in the service point for repair or awaiting repair.

If the distance to your home is more than 110 km (70 miles) for the duration of the repair, hotel accommodation is offered locally for driver and passengers for up to five nights to a maximum value of 200 USD per person and night. This alternative can only be selected while the car is in the service point for repair or awaiting repair.

### 1.3.3 Rental car

If you instead prefer car rental for while your car is under repair, Polestar Assistance covers a car with standard equipment equivalent to your own car in terms of size. You will be reimbursed for a rental car for a maximum of five working days. Other costs such as fuel etc. are not covered by Polestar Assistance. For a rental car abroad, you will be reimbursed for a rental car for up to 10 working days. Polestar Assistance cannot be held liable in the event that Polestar Assistance is not able to provide a car of equivalent size, or if local circumstances mean that a rental car is not available.

If you instead prefer car rental for while your car is under repair, Polestar Assistance covers a car with standard equipment equivalent to your own car in terms of size. You will be reimbursed for a rental car for a maximum of five working days. Polestar Assistance will meet 100% of the fuel cost. For a rental car abroad, you will be

reimbursed for a rental car for up to 10 working days. Polestar Assistance cannot be held liable in the event that Polestar Assistance is not able to provide a car of equivalent size, or if local circumstances mean that a rental car is not available.

If you instead prefer car rental for while your car is under repair, Polestar Assistance covers a car with standard equipment equivalent to your own car in terms of size. You will be reimbursed for a rental car for a maximum of five working days. Polestar Assistance will meet 75% of the fuel cost. For a rental car abroad, you will be reimbursed for a rental car for up to 10 working days. Polestar Assistance cannot be held liable in the event that Polestar Assistance is not able to provide a car of equivalent size, or if local circumstances mean that a rental car is not available.

#### 1.4 Transport for collection of car

If the Polestar Authorised Service Point where your car is undergoing repair is located more than 110 km (70 miles) from your locality, Polestar Assistance covers 1st class single travel by train for one person. If the train journey is longer than 6 hours, air travel is offered as an alternative.

#### 1.5 Repatriation of car from abroad

If you are travelling abroad with your car, Polestar Assistance covers repatriation of your car if repair is not possible within 3 full days. As customer, you can choose between two alternatives:

- repair at local Polestar Authorised Service Point to a value of up to EUR 250, for expenses and rental car for local usage covered if no repatriation, or
- repair at local Polestar Authorised Service Point as well as compensation of up to SEK 2500 for expenses and rental car for local usage covered if no repatriation, or

- repair at local Polestar Authorised Service Point as well as compensation of up to GBP 200 for expenses and rental car for local usage covered if no repatriation, or
- repair at local Polestar Authorised Service Point as well as compensation of up to NOK 2500 for expenses and rental car for local usage covered if no repatriation, or
- repair at local Polestar Authorised Service Point as well as compensation of up to USD 250 for expenses and rental car for local usage covered if no repatriation, or
- reimbursement for a rental car for a maximum of 10 working days.

If you are travelling home from abroad with your car, Polestar Assistance covers repatriation of your car if repair is not possible within 24 hours. As customer, you can choose between two alternatives:

- repair at local Polestar Authorised Service Point to a value of up to EUR 250 for expenses and rental car for local usage covered if no repatriation, or
- If you choose to have your Polestar repaired where you are, there are certain costs that you can claim up to an amount of 250 EUR, or
- repair at local Polestar Authorised Service Point as well as compensation of up to SEK 2500 for expenses and rental car for local usage covered if no repatriation, or
- repair at local Polestar Authorised Service Point as well as compensation of up to GBP 200 for expenses and rental car for local usage covered if no repatriation, or
- repair at local Polestar Authorised Service Point as well as compensation of up to NOK 2500 for expenses and rental car for local usage covered if no repatriation, or
- repair at local Polestar Authorised Service Point as well as compensation of up to USD 250 for expenses and rental car for local usage covered if no repatriation, or
- reimbursement for a rental car abroad for a maximum of 10 working days.

Expenses on site could as an example be restaurant, amusement park, museum and extra days with the replacement car. Remind to keep all your payment documents.

### 1.6 Commercial vehicles<sup>294</sup>

Taxis, hire cars, police cars, ambulance and driving school cars, etc., are only covered for roadside repair, towing and off-road recovery – 1.1 and 1.2.

**Polestar Assistance does not apply for:**

- competition or practising for competition
- deliberate infringement of a law in connection with driving the car
- war or risk of war, revolution, riot, strike, terrorist act, radioactivity, earthquake, atmospheric disturbances or other event that can be classified as force majeure
- assistance, ordered by the car owner or other person, without prior contact and authorisation by Polestar Assistance
- loss of property or cost of downtime
- VAT when you or the car owner/lessor is obliged to declare for such tax
- cars that are deregistered in Administration's Traffic Registry
- repair and spare part costs
- emergency vehicles
- costs for consequential damage, repair and spare parts in connection with a puncture are not covered
- Cars that have been modified with aftermarket parts and accessories that are not approved by Polestar. Cars used for demonstration purposes or supplied by a dealer, or used with commercial or export plates. Impairment of the high voltage battery, including but not limited to use of correct charging equipment. All other exceptions or restrictions described in the car's Status and Warranty Book

- Polestar Assistance does not apply for damage covered by another warranty or for which a supplier or other party has legal liability or similar undertaking
- Polestar Assistance does not cover the cost of tyres or spare parts necessary for repair, regardless of whether recovery is required.

Section 21

—

Extras

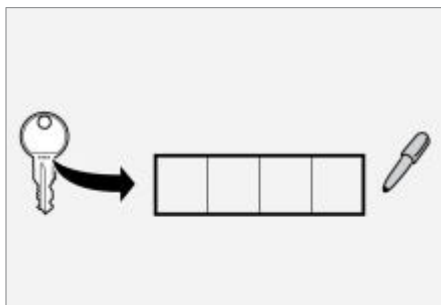
# Load carrier\*

## Introduction

The specifications, constructional data and illustrations contained in this publication are not binding. We reserve the right to make modifications without prior notice.

Follow the instructions carefully when installing the load carriers.

## Key number



Please note down the number of your key in the box above. If the key is lost then it can be reordered.

## Installing the load carriers

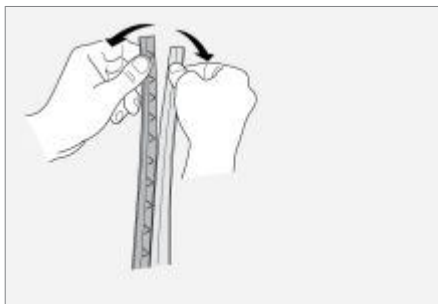
### Kit contents



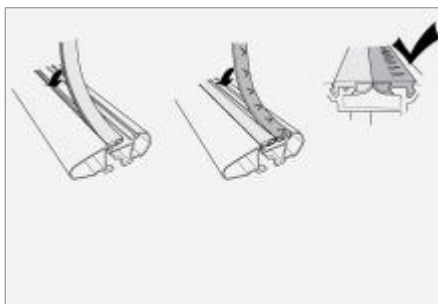
## Preparations



When installing for the first time, the trim needs to be cut to the correct length.



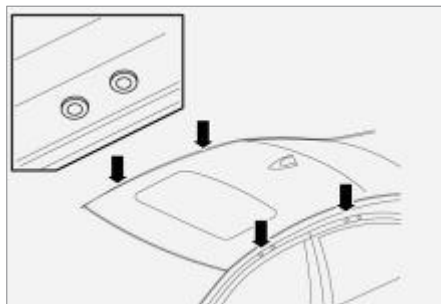
Then pull apart the T-track trim.



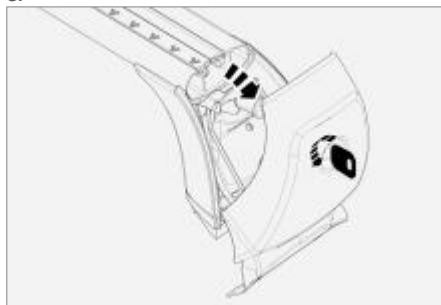


Apply the trim to the load carrier. The arrows on the trim show the installation direction. The arrows should point towards the front of the car.

### Positioning the load carriers



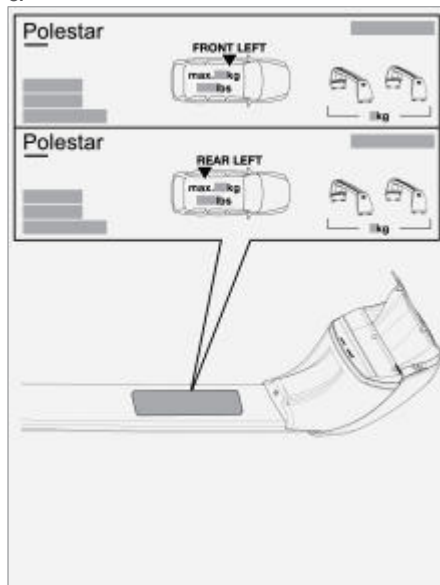
1. Open the doors.
2. Locate the mounting points for the load carriers in the door frames. The mounting points consist of two rivet nuts.
- 3.



Loosen the covers on the load carriers by turning the locking key 90° anticlockwise, and then carefully loosen the cover.

4. Fold up the cover.

5.



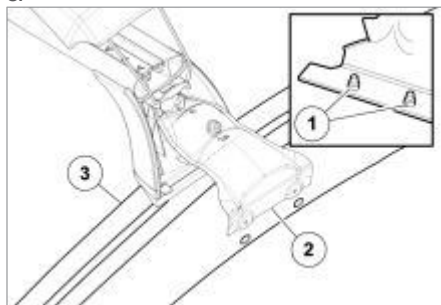
To install the right load carrier in the right place, see the decal located under the load carrier.



6. Undo the screw slightly on both sides of the load carrier's attaching brace.

7. Pull the attaching brace out and fold it up.

8.

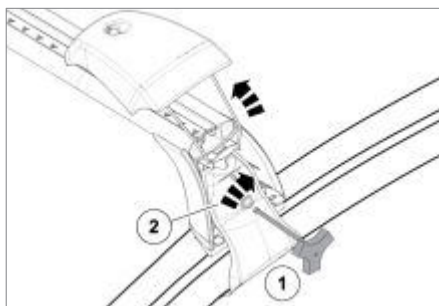
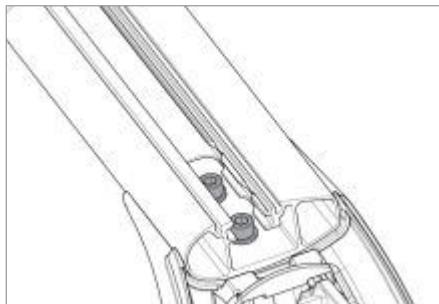


Position one of the load carrier's feet at the edge of the roof, so that the pins ① on the attaching brace are in line with the rivet nuts ② in the door frame.

9. Carefully lower the other load carrier foot to the edge of the roof on the other side.

10. Check that the small radius ③ on the load carrier's foot is in contact around the equivalent curvature on the top side of the roof edge.

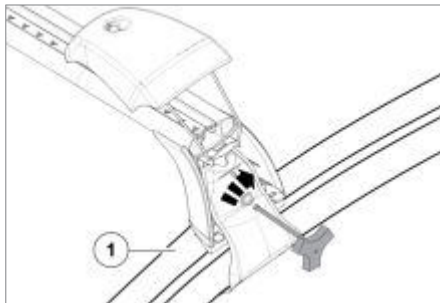
11.



Position the attaching brace down against the roof edge.

12. Pull out the attaching brace so that the pins ① become free from the edge of the roof. Loosen the screw ② if necessary.
13. Slide in the attaching brace so that the pins fit in the rivet nuts on the door frame. Adjust the load carrier's foot laterally if required.
14. Press the attaching brace into the car and loosely tighten its screw ② so that the pins ① do not fall out of the rivet nuts.

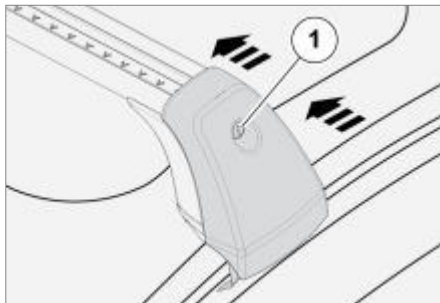
15.



Check that the load carrier's foot (1) is in contact with the edge of the roof.

16. Tighten the load carrier's screw with the enclosed tool, by tightening alternately on each side. The correct torque has been reached when the tool clicks over.

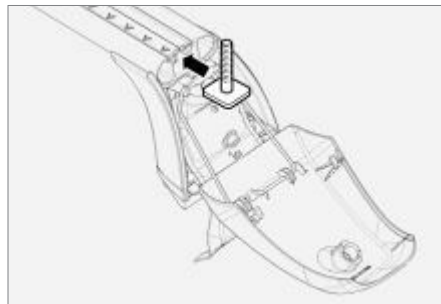
17.



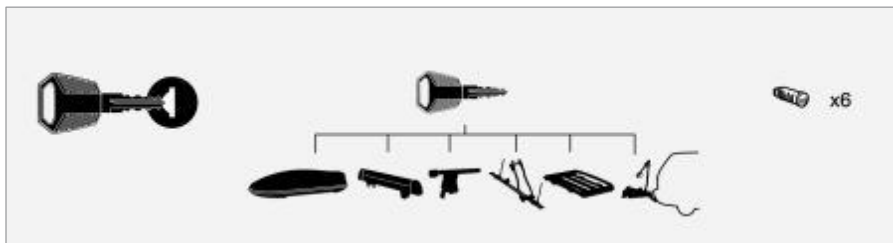
Reinstall the covers on the end faces of the load carriers and turn the locking key (1) 90° clockwise.

One Key System

When using T-groove kit



1. Lower the cover.
2. Insert the T-track screw in the slot in the trim.



If you have several accessories then you can add a lock kit so that you only need to use one key. This is described on the Volvo Cars accessories website.

#### Safety instructions

#### NOTE

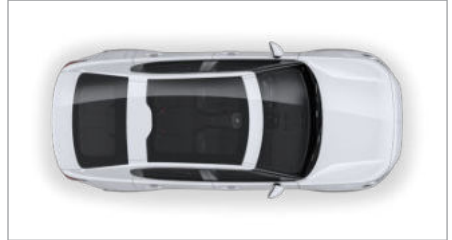
- Read the safety instructions at the end of this manual.
- To prevent paint damage: Thoroughly clean the rivet nuts and the roof where the attachment devices and feet for the load carriers will make contact.
- If the load carrier's foot is not in contact around the equivalent curvature on the top side of the roof edge, it is possible to loosen the screws under the rubber strip and adjust the foot several millimetres along the contour.
- Do not damage the painted surfaces.

#### NOTE

- Maximum permitted roof load and total weight for the car must not be exceeded (see the owner's manual for the car). Maximum roof load consists of the total of the load carriers' unladen weight, accessories and load.
- Distribute the load evenly over the loading surface, with as low a centre of gravity as possible, and secure it so that it cannot come loose.
- Check the position and securement of the load at regular intervals
- Check bolted joints and brackets after a short driving distance. If necessary, tighten to the prescribed torque. Check at regular intervals.
- The car's driving characteristics and crosswind sensitivity are changed by a load on the roof. Adapt speed according to vehicle load (max. 130 km/h / 80 mph). Always follow applicable speed limits and other traffic laws.
- For the safety of other road users and to save energy, remove the load carriers when not in use.

# Exterior

Below you can click on the various points to read more about selected functions. Swipe right or left to see more views.



## Interior

Below you can click on the various points to read more about selected functions. Swipe right or left to see more views.



## Featured articles

### How to find manual information

Manual information is available in several different product formats, both digital and printed. The Manual is available in the car's centre display and on the Polestar support site. There is an Intro and a Supplement to the Manual in the glovebox, with specifications and fuse information, amongst other things.

Available information (p. 10)

### Getting to know your car

Here you will find information that will help you familiarise yourself with some of your Polestar's basic functions. Amongst other things, you can read about the key, the car's two displays and how to start the car and switch it off, as well as opening and closing the tailgate. There is also information on how to regulate and adjust the seats and the climate control.

Selected subjects - Getting to know your car (p. 753)

### Driving and driver support

Here you can find information about drive modes, cruise control, among other things, and different driver support systems in the car, such as Parking Assistance System and Blind Spot Information (BLIS).

Selected subjects - Driving and driver support (p. 754)

### Instruments and controls

Here you will find information about, for example, how to control lights and wipers as well as how to use the trip computer and voice control.

Selected subjects - Instruments and controls (p. 755)

# Selected subjects - Getting to know your car

## Connection, entertainment and support

From your Polestar you can connect to the outside world and get access to information, entertainment and support. This section contains information on how to connect a phone to your car, connect to the Internet and use apps.

Selected subjects - Connection, entertainment and support (p. 755)

Here you will find information that will help you familiarise yourself with some of your Polestar's basic functions. Amongst other things, you can read about the key, the car's three displays and how to start the car and switch it off, as well as opening and closing the boot lid. There is also information on how to regulate and adjust the seats and the climate control.

## Related information

- Keys (p. 270)
- Keyless locking and unlocking (p. 256)
- Starting the car (p. 448)
- Switching off the car (p. 449)
- Activating and deactivating the parking brake (p. 456)
- Connection and entertainment (p. 20)
- Centre display's views (p. 154)
- Adjusting the power front seat (p. 214)
- Multifunctional front seat function overview (p. 213)
- Storing a position for seat and door mirrors (p. 215)
- Folding the backrest in the rear seat (p. 219)
- Interior Air Quality System (p. 231)
- Start and switch off preconditioning (p. 247)
- Cleaning the centre display (p. 674)
- Activating and deactivating passenger air-bag\* (p. 62)
- Occupant Classification System (p. 64)
- Closing and locking the tailgate with the button (p. 259)
- General information on the charging cable (p. 426)
- Charging an electric car (p. 422)
- Charging status in the car's driver display (p. 431)
- Charging status in the car's charging input socket (p. 429)
- Ending charging of an electric car (p. 433)

# Selected subjects - Driving and driver support

- Symbols and messages relating to electric operation in driver display (p. 445)

Here you can find information about cruise control, amongst other things, and different driver support systems in the car such as the Parking Assistance System, Blind Spot Information (BLIS) and assistance if there is a risk of collision.

## Related information

- Starting the car (p. 448)
- Cruise control (p. 328)
- BLIS\* (p. 374)
- Assistance at risk of collision (p. 358)
- Park assist camera (p. 389)
- Lane assistance (p. 350)
- BLIS\* (p. 374)
- Warning and auto-brake when reversing\* (p. 381)



## Selected subjects - Instruments and controls

Here you will find information about, for example, how to control lights and wipers as well as how to use the trip computer and voice control.

### Related information

- Using windscreen wipers (p. 206)
- Using the rain sensor (p. 207)
- Lighting control (p. 178)
- Interior lighting (p. 193)
- Date and time (p. 113)
- Trip computer (p. 119)
- Using voice control (p. 173)
- Using voice control (p. 174)
- Using voice control (p. 175)
- Using the glovebox (p. 634)

## Selected subjects - Connection, entertainment and support

From your Polestar you can connect to the outside world and get access to information, entertainment and support. This section contains information on how to connect a phone to your car and use apps.

### Related information

- Connecting a phone to the car (p. 523)
- Managing phone calls (p. 526)
- Media playback (p. 521)
- Apps (p. 511)
- Sound settings (p. 511)
- Electrical sockets (p. 632)

# Index

1, 2, 3 ...			
12 V battery	658		
<b>A</b>			
A/C (Air conditioning)	245		
ABS			
– anti-lock brakes	451		
Acceleration time	727		
Accessories and extra equipment	27		
– installation	28		
Activate and deactivate the heater	253		
Active bending lights	187		
Active Yaw Control	305		
Adaptive Cruise Control	330		
– activate	323		
– auto brake	348		
– change of target	345		
– deactivate	325		
– display mode	338		
– overtaking	342		
– Set time interval	347		
– standby mode	332		
– steering wheel buttons	320		
– stored speed	346		
– Symbols and messages	333		
– WARNING	344		
Adjustable child seats	81		
Adjust front seat lumbar support	218		
Adjusting headlamp pattern/headlamps	180		
Adjusting the front seat			
– backrest, adjustment	214		
Adjusting the steering wheel	223		
Adjust the length of the seat cushion in the front seat	217		
Aerial			
– Type approval		416	
Aerial start and lock system			
– location		265	
Airbag			53
– Activating/deactivating		62, 64	
– driver's side		55, 59	
– passenger side		55, 60, 62, 64	
Airbag, see Airbag			53
Air conditioning			245
Air conditioning, fluid			
– volume and grade		716	
Air conditioning system		226, 235	
– repair		651	
Air distribution			233
– air vents		233, 234	
– change		234	
– defrosting		241	
– Recirculation		240	
Air purification		231, 251	
– allergies and asthma		230	
– passenger compartment filter		232	
– start/shut-off		251	
Air quality			229
Air Quality,AQI, Air quality		232, 233	
Air recirculation			240
Alarm			295
– activate/deactivate			296
– motion and tilt sensors			295
– reduced alarm level			297
Alarm for hazard warning flashers			309
Alarm for slippery driving conditions			309
Allergy and asthma inducing substances.			230
All Wheel Drive			464
All-wheel drive			464

Amap Auto		
– destination	573	
– electric car functions	579	
– in centre display	568	
– in driver display	572	
– navigation	565	
– registration number	582	
– route description	576	
– settings	585	
– update	589	
Ambience lights	194	
– adapt	195	
Apple CarPlay	521,522	
App menu		
– driver display	117	
Approach lighting	192	
Apps		
– download in-car apps	512	
– in-car apps	511	
– remove apps	513	
– troubleshoot apps	513	
Assistance at risk of collision	358	
– brakes for oncoming vehicles	368	
– cross traffic	367	
– Limitations	363	
– obstacle detection	360	
– set distance	366	
– speed reduction	363	
– Symbols and messages	371	
– upon risk of rear-end collision	369	
– upon risk of run-off	370	
Audio and media	510	
Auto climate control	240	
Automatic brake		
– Driver support	300	
Automatic braking		
– after collision	460	
Automatic car wash		685
Automatic car washes		685
Automatic gearbox		462
Automatic locking when driving		269
Automatic main beam		184
Automatic relocking		257,272
Automatic speed limiter		327
<b>B</b>		
Backrest		
– front seat, adjusting		217,218
– rear seat, folding		219
Bag holder		637
Batteries		653
– 12 V battery		658
– high voltage battery		654
– recycling		661
– safety switch for high voltage battery		656
– symbols on batteries		660
Battery		
– jump starting		482
– symbols on battery		660
Battery meter		118
Bicycle rack		
– towbar-mounted		495
Blind Spot Information		374
BLIS		374
– activate/deactivate		376
– Limitations		376
– Symbols and messages		377
Bluetooth		
– phone		523
Bluetooth Media Player		520
Bonnet		
– open and close		651
Book service and repair		646

Booster cushions	83	- maintenance and cleaning	414
Brake assist		- Symbols and messages	415
- after collision	460	Car care	681, 683, 685, 687-689
Brake discs	726	- Leather upholstery	678
Brake energy	451, 465	- WeaveTech upholstery	679
Brake fluid		Car functions	
- grade	716	- in centre display	157
Brake functions	451	Cargo area	635
brake lining	726	- electrical socket	632
Brake pedal travel	726	- lighting	194
Brakes		- mounting points	638
- Anti-lock braking system, ABS	451	- parcel shelf	639
- autobrake with adaptive cruise control	348	Cargo cover	639
- autobrake with Pilot Assist	348	Cargo hooks	637
- brake assist system, BAS	453	Car holiday	479
- brake light	190	Car Modem Internet	536
- brake system	451	Car status	
- emergency brake lights	190	- Tyre pressure	606
- foot brake	451	Car upholstery	673, 676-680
- maintenance	455	Car washing	681, 683, 685, 687-689
- on gritted roads	454	central locking	266
- on wet roads	454	Centre display	
- Parking brake	455	- car function view	157
Brake system		- cleaning	674
- fluid	716	- climate control	235
Braking when stationary	459	- messages	169
Bulbs		- overview	146
- change	673	- restore settings	163
		- symbols in status bar	158
<b>C</b>		Centre display's views	154
		Centre display keyboard	159
Camera unit	412	Certificate	530
- Limitations	412	Certification of technician	30
		Change of owner	163

Charging		– centre display	674
– charging via wall socket	435	– fabric upholstery	673, 676, 678, 679
– finish charging	433	– matte-painted emblem	684
– General	420	– rims	689
– Status	442	– Seatbelts	677
Charging cable	426	– upholstery	673, 677–680
Charging cable temperature monitoring	441	Cleaning wheel rims	689
Charging status at the car's charging input socket	429	Cleaning wiper blades	687
Charging status in the car's centre display		CleanZone	230
– Status	432	Clean Zone Interior Package	230
Charging status in the car's driver display		Climate control	226, 235
– Status	431	– auto-regulation	240
Charging status in the charging cable's control unit	442	– centre display	235
Charging time	428	– fan control	244
Child lock	268	– Parking	246
Child safety	73	– rear seat	235
Child seat	73, 76, 92, 94	– sensors	227
– adjustable child seats	81	– temperature control	244, 245
– booster cushions	83	– zones	227
– child seats for small children	78	Climate control system	
– i-Size/ISOFIX mounting points	89	– Refrigerant	716
– ISOFIX/LATCH mounting points	90	Clock	
– lower mounting points	88	– settings	113
– overview table	96	Collision	40, 46, 53, 72
– positioning/fitting	92, 94	Collision Avoidance	358
– recalls and registration	76	Collision warning	
– table for location	97	– cross traffic rear	381
– table of i-Size	99	– from behind	373
– table of ISOFIX	100	– with adaptive cruise control	344
– Upper mounting points	85, 87	– with Pilot Assist	344
Child seats for small children	78	Colour code, paint	692
Classification of uniform tyre quality	600	Colour codes	692
Cleaning	677, 680	Combined instrument panel	114
– automatic car wash	685	– settings	117
– car washing	681, 683, 685, 687–689	Comfort mode	450
		Condensation in headlamps	683, 685, 687, 688

Connect			
– account	167	daytime running lights	182
Connected Safety	309	Deadlock	294
– activate/deactivate	310	Defrosting	241
– Limitations	311	Digital Key	263
Connection and entertainment	20	– locking/unlocking	264
Connect key to user profile	167	Dimensions	707
Connect phone	523	– towbar	485
Contact Polestar	16	dipped beam	183
Contacts	528	Direction indicator	186
Controls lighting	195	Direction indicators	186
Coolant	653	direction of rotation	596
Cornering light	188	Display	
Corner Traction Control	305	– driver information	114
Crash, see Collision	40	Display lighting	195
Creep mode	465	Door mirrors	202
Cross Traffic Alert	381	– Dipping	203
– activate/deactivate	384	– resetting	204
Cruise control	328	– store position	215, 216
– activate	323	Doors	
– deactivate	325	– keyless locking/unlocking	257
– standby mode	329	Driver Alert	379
– steering wheel buttons	320	– activate/deactivate	380
– stored speed	346	– Limitations	381
Cruise control functions	319	Driver display	114
– activate	323	– app menu	117
– deactivate	325	– cleaning	675
– steering wheel buttons	320	– electric operation-related symbols and messages	445
Customer Care and Assistance	32	– license agreement	125
CZIP (Clean Zone Interior Package)	230	– messages	145
		– settings	117
		Driver distraction	34
<b>D</b>		Driver performance	121
		driver support system	300
Damping	466	Drive systems	465
Data from collision events	22	Driving in water	481
Data link connector	29	Driving mode	450

Driving with a trailer			
– towball load	712		
– towing weight	712		
Dynamic balancing	725		
<b>E</b>			
Eco climate	473		
Economical driving	471		
ECO pressure	603,722		
Electrical socket	632		
– using	632		514, 515
Electrical system	653		
Electric drive motor			
– specifications	713		
Electricity consumption			
– certified value	718		
Electric motor	465		
emergency brake lights	190		
Emergency equipment			
– first aid kit	640		
– warning triangle	640		
Emergency puncture repair kit	619		
– Pump up tyre	624		
– using	620		
Emission inspection readiness	644		
Engine braking	451		
Engine drag control	305		
Engraved electric motor number	707		
Environment	19		
External dimensions	707		
		<b>F</b>	
		Fan	
		– Air distribution	234
		– air vents	234
		– Control	244
		Farewell light	192
		Federal Clean Air Act	644
		First aid	640
		First aid kit	640
		FLO	
		– media app	514, 515
		Flooded road	481
		Fluids, capacities	696, 716
		Fluids and oils	653, 716
		Fog lamp	
		– front	188
		– rear	189
		Foot brake	451
		Front seat	
		– Climate control	235
		– Fan	244
		– heating	237
		– Temperature	244
		– ventilation	238
		Front seat, power	213
		– adjusting seat	214
		– multi-function control	217, 218
		– store position	215, 216
		Fuse box	661
		Fuses	661
		– changing	662
		– in the passenger compartment	668
		– under bonnet	663

<b>G</b>		– Type approval	505
		– using	504
Gearbox		Horn	222
– gear selector inhibitor	463		
– Symbols and messages	464		
Gear positions	462	<b>I</b>	
Gear selector inhibitor	463	IAQS (Interior Air Quality System)	231
Glass, laminated/reinforced	198	IC (Inflatable Curtain)	71
Global opening	270	Identification number	30
Glovebox	634	Immobiliser	282
Googleservices		Immobilizer	
– getting started withGoogleservices	35	– Immobiliser	282
Gross vehicle weight	708	Indicator symbols	122
		Inflatable curtain	71
<b>H</b>		Inflatable Curtain	71
		Information display	114, 117
Handbrake	455	Infotainment system	510
Handwash	683	Instrument lighting	195
Hard disk		Instruments and controls	110, 111
– space	537	Interior Air Quality System	231
Hazard warning flashers	191	Interior lighting	193
Headlamp		– adapt	195
– adjustment	180	– auto function	193
Headlamp control	178, 195	Interior rearview mirror	202
Headlamp pattern, adjustment	180	– Dipping	203
Heated washer nozzles	206	Intermittent wiping	206
Heater		Internal overview	
– parking heater	253	– left-hand drive car	110
Heating		– right-hand drive car	111
– seats	237, 238	Internet-connected car	
– steering wheel	239	– system updates	646
– Windows	242	Internet connection	533, 534
High-pressure washing	687	Internet connection via Bluetooth	533
High voltage battery	654	ISOFIX/LATCH mounting points	90
Hold	459	ITPMS - Indirect Tyre Pressure Monitoring System	604
HomeLink <sup>®</sup>	501		
– program	502		



<b>J</b>			
		– display mode	355
		– Limitations	353
Jack	614	– select assistance option	352
Jump starting	482	– Symbols and messages	353
<b>K</b>			
		Lane Keeping Aid	
		– see Lane assistance	350
		Language	
		– settings	162
Kerb weight	708	Leather upholstery, washing instructions	678
Key		License agreement	
– detachable key blade	280	– driver display	125
– locking/unlocking	272	Lifting tool	614
– lost key	279	Lighting	
– physical keys	270	– active bending lights	187
– range	274	– Approach lighting	192
– replace the battery	275	– Automatic main beam	184
Key blade	270	– brake light	190
Keyboard	161	– controls	178, 193
– change language	160	– controls, instruments, display	195
Keyless		– cornering light	188
– locking/unlocking	256	– daytime running lights	182
– tailgate	259	– dipped beam	183
Keyless unlocking		– direction indicators	186
– tailgate	258	– emergency brake lights	190
Keypad in the steering wheel	222	– farewell light	192
Key system		– fog lamp	188
– Type approval	285	– Hazard warning flashers	191
<b>L</b>		– home safe lighting	192
		– in the passenger compartment	193
Labels		– main beam	183, 184
– location	698	– position lamps	181
Laminated glass	198	– rear fog lamp	189
Lamps		– settings	180
– change	673	– welcome lighting	192
– trailer	494	Lighting, bulb replacement	673
Lane assistance	350	Load capacity	626, 708
– activate/deactivate	352		



**N**

---

Navigation	
– Amap Auto	565
– destination	573,574
– Destination	573
– electric car functions	578–580
– in centre display	567–569
– in driver display	572
– In driver display	571
– map download	587
– Maps	566
– registration number	582
– route description	575–577
– settings	584–586
– traffic information	581,583
– update	588,589

**O**

---

Obstacle detection	
– Assistance at risk of collision	360
Occupant classification system	64
On-board diagnostics	644
One pedal drive	461
Option/accessory	12
Order more keys	279
Output	
– Electric motor	713
outside temperature gauge	121
Overtaking Assistance	342
– activate	343

**P**

---

PACOS (Passenger Airbag Cut Off Switch)	62
Paint	
– colour code	692
– damage and touch-up	690–692
Panorama roof	205
Parcel shelf	639
Park Assist	384
– activate/deactivate	388
– forward, backward	386
– Limitations	388
– sensor fields	394
– Symbols and messages	396
Park assist camera	389
– activate	395
– Limitations	412
– location and views	391
– park assist lines	392
– Symbols and messages	396
Park Assist System	384
Parking	
– on hill	457
Parking brake	455
– activate/deactivate	456
– low battery voltage	458
Parking climate	246
– Symbols and messages	252
Parking heater	253
Parking sensor	
– maintenance and cleaning	400
Passenger Airbag Cut Off Switch	62
Passenger compartment filter	232
Passenger compartment heater (Parking heater)	253
Passenger compartment interior	628
– electrical socket	632

-glovebox	634	Polestar ID	16
-Sun visor	634	- create	17
-tunnel console	629	- problems with logging in	18
- USB	630, 631	Polestar support page	11
Passive mode	450	Polishing	682
Pedestrian Protection System	45	POL marking	592
Phone	523	Position lamp	181
- connect	523	Power meter	119
- contacts	528	Power seat	213
- disconnect	524	Power supply	653
- phone	526	Power windows	199
- phone book	528	- opening and closing	200
- remove	525	- pinch protection	198
- switching the phone	525	PPS (Pedestrian Protection System)	45
- text message	527	Preconditioning	246
Phone charger	528, 529	- start/shut-off	247
Pilot Assist	334	- Timer	248
- Auto brake	348	Profile	
- change of target	345	- settings	165
- deactivate	325	PROPOSITION 65 WARNING	482
- display mode	338	Pump up tyre	624
- overtaking	342	Puncture	619
- Set time interval	347		
- standby mode	339	<b>R</b>	
- steering wheel buttons	320		
- stored speed	346	Radar unit	398
- Symbols and messages	340	- Limitations	399
- WARNING	344	- maintenance and cleaning	400
Pinch protection	198	- Symbols and messages	401
- resetting	199	- Type approval	403
Play media	521	Radio	516
Polestar Connect	540-542, 548	- favourites	517
- automatic collision alarm	542	- RBDS	518
- CONNECTbutton	544	- RDS	518
- SOS-knapp	543	- start	517
		Rain sensor	207

Raising the car	648	Replace the battery	
Range	469, 471	– Key	275
– certified value	718	Reporting safety defects	43
Range assistant	472	Reset	
Reading the Manual	12	– trip meter	120
Ready to drive notification	378	Resetting, trip meter	120
Rear Auto Brake	381	Resetting the door mirrors	204
– activate/deactivate	384	Residual current device in the charging cable	440
Rear Collision Warning	373	Restore settings	163
– Limitations	374	Retractable power door mirrors	204
Rear seat	219	Reversing camera	389
– Climate control	235	RFID	
– folding backrest	219	– Radio Frequency Identification	35
– head restraint	221	Rims	
– heating	238	– cleaning	689
Rear seat, Backrest, Head restraint, Lowering head restraint, Backrest rear, Lowering the backrest, Lower, Lowering, Lower, Lowered, Setting	219	– dimensions	595
Rearview and door mirrors		Road run-off protection	370
– angle external mirrors	204	Road Sign Information	312
– Dipping	203	– activate/deactivate	313
– door	202	– activate/deactivate warnings	317
– electrically retractable	204	– display mode	314
– heating	242	– Limitations	318
– interior	202	– speed camera information	316
rear window		– speed warning	316
– heating	242	Road traffic accident	499
Recalls	44	Roll Stability Control	305
Recommendations during driving	479	Roof load, max. weight	708
Recommendations for loading	636	Route description	575–577
Recording data	22	Rustproofing	689
Recovery	499		
Reflective tabard	634	<b>S</b>	
Refrigerant	651	Safety	40
– climate control system	716	– pregnancy	41
Regenerative braking	460, 461	Safety defects, reporting	43
– with the accelerator pedal	461	Safety for occupants	41

Safety mode	72	Ski hatch	639
– start/movement	72	Slippery driving conditions	479
Safety switch	656	Snow chains	617
Sealing fluid	619	Software updates	646
Seatbelt	46	Sound settings	511
– buckle/unbuckle	48	Spare wheel	611
– pregnancy	41	– manage	613
– seatbelt reminder	52	Speed camera information	316
– seatbelt tensioner	50	– activate/deactivate	317
Seatbelt, see Seatbelts	46	Speed limiter	326
Seatbelt reminder	52	– activate	323
Seatbelts		– automatic	327
– attaching a child seat	78, 81, 83	– deactivate	325
– Automatic deadlock/Emergency deadlock	76	– steering wheel buttons	320
seatbelt tensioner	50	– stored speed	346
– Resetting	51	Speed ratings, tyres	594, 598
Seats		Spin control	305
– front seats	212	Stability and traction control system	305
– heating	237, 238	– activate sport mode	307
– power front seat	213	– sport mode	306
– rear seat	219	– Symbols and messages	307
– store position	215, 216	Stains	673, 676–680
– ventilation	238	Start and lock system	
– whiplash protection	44	– Type designations	283
sensors		Start high voltage battery charging	422
– air purification	231	Starting the engine	
– Camera unit	412	– after collision	72
– Climate control	227	Start the car	448
– Radar unit	398	Statement on Polestar structural elements	31
Service position	695	Steering force level, see Steering force	303
Service programme	644	Steering lock	223
Side airbag	69, 70	Steering wheel	222, 223
Side Impact Protection System	69–71	– heating	239
SIPS (Side Impact Protection System)	69–71	– keypad	222
SiriusXM Satellite radio	519	– steering wheel adjustment	223
Skidding	479	Steering wheel force, speed related	303

Stickers		Tilt detector	295
– location	698	Time interval to vehicle in front	347
Stone chips and scratches	690–692	T map Auto	
Storage spaces	628	– Destination	573
– glovebox	634	– directions	575
– tunnel console	629	– in centre display	567
Stored speed	346	– In driver display	571
Sun visor	634	T map AUTO	
– mirror lighting	194	– map download	587
Switch off the car	449	– settings	584
Symbols		– traffic information	581
– indicator symbols	122	– update	588
– warning symbols	122	Toe angle	725
Symbols and messages		Tools	613
– electric drive related	445	Top speed	727
– parking climate	252	Towbar	485
Symbols in the centre display status bar	158	– removable	490
System units		– retractable and extendable	486,488
– change	162	– specifications	485
system updates	646	Towing	496
		– fit/remove towing eye	497
<b>T</b>		Towing eye	497
		Towing mode	498
Tailgate		Towing weight and towball load	712
– keyless unlocking	258	TPMS – Tyre Pressure Monitoring System	604
– setting max. opening	261	Traction control	305
– unlock	273	Trailer	491
– unlocking from the inside	267	– Lamps	494
Target vehicle replacement	345	Trailer Stability Assist	305,493
Temperature		Tread	596
– Control	244,245	Tread depth	596
– experienced	228	– winter tyres	616
Temporary Spare	611	Tread wear indicators	596
Terms and conditions and data collection		Trip computer	119
– approval	26	Trip meter	119
Thermometer	121	Trip meter, resetting	120
Through-load hatch	639		

Trip statistics	121	- tyre pressure table	722
tunnel console	629	- winter tyres	616
Tunnel detection	183		
Type approval		<b>U</b>	
- aerial	416		
- HomeLink®	505	Upper mounting points (child seat)	87
- radar system	403	Usage modes	450
- radio equipment	411	USB	
Type designations	698	- charging	631
Tyre load index	594, 598	- ports (USB C)	630
Tyre pressure		- technical specifications	631
- Adjust	602	User profile	163
- Check	601	- manage	164
- label showing recommended pressure	603		
Tyre pressure monitoring	604	<b>V</b>	
- action	607		
- messages	608	Vehicle event data	22
- save a new tyre pressure	605	Vehicle weight	708
- Status	606	Ventilation	233, 234
Tyre pressure table	722	- seats	238
Tyres		Voice control	171
- age	592	- Google Assistant	172
- designation of dimensions	594	- NUGU auto Assistant	170
- designations	598	- using	173-175
- dimensions	721	Volume	511
- direction of rotation	596		
- economy and wear	592	<b>W</b>	
- glossary	597		
- pressure	722	Warning for installation of accessories	28, 29
- recommended	592	Warning lamps	
- remove and fit	609	- Adaptive Cruise Control	344
- specifications	721, 722	- Airbags - SRS	122
- speed rating	594, 598	- alternator not charging	122
- Storage	592	- Fault in brake system	122
- tread wear indicators	596	- Low oil pressure	122
		- Parking brake applied	122



– Pilot Assist	344	Winter driving	479
– seatbelt reminder	122	– snow chains	617
– stability and traction control system	305	– winter tyres	616
– starter battery not charging	122	Wiper blades	206
– WARNING	122	– changing	694
Warning sound		– Service position	695
– Parking brake	458	Wiper blades and washer fluid	206
Warning symbols	122	WPC	528, 529
– Safety	40		
Warning triangle	640		
Warranties	644		
Washer fluid	206, 696		
Washer nozzles, heated	206		
Washers			
– headlamps	208		
– washer fluid, filling	696		
– windscreen	208		
Waxing	682		
WeaveTech upholstery, washing advice	679		
Weights			
– kerb weight	708		
Welcome lighting	192		
Wheel bolts	615		
Wheels			
– remove and fit	609		
– snow chains	617		
Wheels and tyres			
– approved dimensions	721		
– tyre load index and speed rating	598, 722		
whiplash protection	44		
Whiplash Protection System	44		
WHIPS (Whiplash Protection System)	44		
Wi-Fi network	534		
Windows and glass	198		
Windscreen washing	208		
Windscreen wiper	206		
– rain sensor	207		

