



2021–2024 Polestar 2

Manual Cable Release



Charging Function

The charging process of a Polestar 2 can be charged via the factory supplied cable, a compatible level 2 charger or a DC Fast Charger. For each charging type there are specific safety checks, voltage requirements and internal system component compliance in order for the charging system to operate. However in the event of a charging fault the system is designed to immediately stop the charging process and alert the user through a visual display of the charging system status.

White - System Welcome

Yellow - Charger Communication

Blinking Green - Charging in Process

Solid Green - Charging Complete

Red - Charging Fault

All color indicators (except white) can be found at both the Electrical Vehicle inlet (EVI) and the Drivers Information Module (DIM)/Cluster. The white indicator is only present at the EVI when the charging door is first opened. Note, vehicle charging is only happening when the green indicator at the EVI and DIM are blinking.



Cable Release

The Polestar 2 has two locations where a user can release the vehicle charging cable. The first location is located near the Electrical Vehicle Inlet (EVI). To release the cable, depress the button with the plug icon and within approximately 2 seconds the EVI charge indicator will change from green to yellow and a sound can be heard from the lock motor releasing.

The second location for the vehicle charging cable release can be found within the Center Screen Display (CCD). With the display on, select the car icon located at the top of the screen. Next select the charge menu from the text. At the bottom of the charge menu screen is the location of the lock cable release. Touch the "Lock Cable" and the charging sequence will stop and the charge cable release motor will release.

If the status light fails to charge and or the actuation of the lock motor being released can not be heard after depressing the EVI cable release button or the CCD charge menu cable release option fails to release the cable, move on to the manual cable release process.



Manual Cable Release

Under some conditions the charging system may be operating correctly in either charging or charge canceling process and the cable may not release from connection. If the vehicle supplied cable is connected to a compatible level 2 charger, the cable may be removed through the "AC Charge Cable Manual Release" Process. It is important to note that the system may be charging while the cable is connected. However, the Polestar 2 charging system safety protocol is designed stop charging when either the communication ports break their connection between the cable and vehicle or the micro switch built into the cable release lever as per the SAEJ1772 requirement is depressed.

If the lock motor fails to release during level 1 or 2 charging, the cable can be removed through a manual actuation of the lock motor. To release the cable, use a T30 torx or blunt screwdriver and gently depress the cable lock motor located on the top of the charging cable connector. Once the motor is released, press the cable lock lever and remove the charge cable from the vehicle.

Note, if either the EVI and CCD cable release functions fail during DC fast charging, contact Polestar USA and Charging provider for assistance. DO NOT attempt to remove the DC fast charger connector from the vehicle through the level 1 and 2 manual cable release process.

Process Support Videos



Charge Cable Manual Release H2V