Polestar	Service and Parts Business

Technical Journal

TITLE:

Over-The-Air Upgrades - FAQ for technicians

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DESCRIPTION:

Frequently Asked Questions regarding Over-The-Air (OTA) software updates

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
52	Remote update/Does not work
3L	Technician information/Repair information/Not for warranty use
2V	Technician information/Software/Vehicle communication/Not for warranty use

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534	ED	E400V6					2021-9999		0000001-0999999	202007-999952

SERVICE:

Q: What is the latest status of Over-The-Air (OTA) updates?

A: The roll-out of the first OTA updates for Polestar 2 began in late 2020.
The next update (P2108.3), begins rolling out incrementally, in batches, starting from 24 February and through March 2021.
New software updates will continue to be released on a regular basis.

Q: What will the customer experience when doing an OTA update?

A: The next update will begin rolling out incrementally in batches from 24 February and continue through March 2021.
This software is available in workshops (VIDA download) at the same time and will be applied to new vehicles, and vehicles that may already be at a workshop.

The OTA update process is as follows:

Download: occurs while using the car
1. The software package will download automatically in the background whenever you are driving the car.
The package is quite large and may take some time – up to two hours in total.
There is no cost involved.
If the vehicle is shut off before the download is complete, the download automatically resume the next time you drive.

Installation: while not using the car
2. Once the download is complete, the car will notify you that the installation is ready the next time you start the car and provide full instructions on what to do.
A minimum HV charge level of 40% is required in order to run the installation.

3. There will be an option to start the installation immediately or later. Selecting Later will dismiss the notification.
Find the option again by swiping down from the top of the screen to access notifications.

4. The installation will take approximately 90 minutes and the car can not be used during the update.

5. The car should not be charged during this specific installation.

6. A successful installation will result in a success message shown on the center display.

7. If for any reason the installation was not successful, the car will report the reason.
If necessary, please contact Polestar Support for advice.
If not able to retry installation right away, simply dismiss the notification and the vehicle can be driven as normal.
The installation can be tried at another time by accessing the notification tray by swiping down from the top of the screen.

Q: How to act if a customer has an OTA failure or want to go to a workshop to do the software update?

A: Follow standard workshop procedure to update the car with latest software.

Warranty claim info:
Normal warranty policy & procedures apply.

VST Operation Number

LABOR TIME:
Labor time subject to change without notice.

VEHICLE REPORT:
Yes, please submit a TIE Report if your need support diagnosing a failed software download.
Use concern area "Vehicle Report Polestar" and sub concern area "Support not needed Polestar", use function group 3018.