

Technical Journal

TITLE:

Over The Air Software Update (OTA)

REF NO: TJ 35798.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515		ISSUE DATE: 2021-02-16	STATUS DATE: 2021-03-05
FUNC GROUP: 3000	FUNC DESC: Electric power supply; lighting; instrum	Page 1 of 2	

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DESCRIPTION:

If an Over The Air Software Update (OTA download) fails, and car is transported to a workshop, please follow fault tracing and diagnostic advice under "Service".

OTA = Over The Air

CSC Customer Symptom Codes

Code	Description
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
1Z	Service/repair/Software update failed
52	Remote update/Does not work
1C	Service/repair/Administrative and Factory scheduled maintenance
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							2021-9999		0000001-0999999	202007-999952

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SERVICE:

Connect VIDA, and read out the car.

Check which control units that are not ok, use Software Download Tab in VIDA, Advanced.

Check which nodes that are responding in Diagnostic session and also in Programming session.

Try to perform a Total Upgrade.

If nodes are not responding, try to do a 12V battery reset, and check again.

If you still cannot get the nodes to respond, please contact Retailer Technical Support

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use following data:

VST op number 36004-2 (0.7hr), CSC 52

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

LABOR TIME:

Labor time subject to change without notice.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report Polestar" and sub concern area "Support needed Polestar", use function group 3000.