

Technical Journal

TITLE:

Digital key, not possible to pair to the car

REF NO: TJ 35930.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515		ISSUE DATE: 2021-04-29	STATUS DATE: 2021-05-04
FUNC GROUP: 3975	FUNC DESC: Mobile data services, general	Page 1 of 2	

DESCRIPTION:

In the new software release, 2021 week 16, the function “Digital key” is added.

Digital Key is a function that makes it possible to use a cellular phone as a key.

The Digital Key can be used to lock, unlock and start the vehicle.

Digital Key is part of the cellular phone application Polestar Connect.

Note that the cellular phone needs to be paired with the vehicle to activate the function.

PAKM pairing is done automatically during the ordinary pairing with the TCAM.

However, the user needs to accept this extra pairing by accepting the message that is shown on the phone.

In some cases, it may not be possible to pair the phone to the car. If so, follow the advice under SERVICE.

TCAM = Telematics and Connectivity Antenna Module

PAKM = Phone As Key Module

ECU = Electronic Control Unit

CSC Customer Symptom Codes

Code	Description
6S	Locking/unlocking/Phone as key does not work
ER	App/Does not work
6O	Mobile applications Polestar Connect/Communication problems

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DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2021		0000001-0025200	202007-202012

SERVICE:

To get the car ready to be able to add the function digital key, perform the following:

If TOTAL UPGRADE is available, please download and install this software to the car: Software Part Number 32292674. Once this is complete, the car is ready for digital key function

If there is no TOTAL UPGRADE available, perform the following steps:

Go to "SERVICE FUNCTION" and perform the diagnostic script "Wake up PAKM from transport mode", then try to pair the phone.

If it is still not working, perform a TCAM RELOAD, Software Part Number 32279834. Answer YES to the question "Do you want do reinstall the entire ECU?"

To get warranty claim accepted for a job described in this TJ, please use following data:
VST OP number: 36004-2 (0.7 hr) OR 36050-2 (0.2 hr) and 36002-3 (0.4 hr)

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading
36050-2	Calibrating/Identifying with VIDA
36002-3	Additional 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 3975.