

Technical Journal

TITLE:

PS Over The Air Software Update (OTA)

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PARTNER: 3 US 7515		ISSUE DATE: 2022-12-09	STATUS DATE: 2022-12-15
FUNC GROUP: 3018	FUNC DESC: Software	Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

*New markets added.

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

OTA = Over The Air

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
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:

1. Connect the vehicle to VIDA and perform a “New” readout.
2. Check which control units are not ok by navigating to the Software Installation tab in VIDA, Advanced Test button.
3. Check which nodes that are responding in Diagnostic session and also in programming session.
4. Try to perform a total software upgrade.
5. If nodes are not responding, try to do a 12V battery reset, and check again.

Warranty claim info:

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

VST op number 36004-2, 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:

1. If you are able to fix the issue, please submit a “Vehicle Report Polestar”
 - “Support Not Needed Polestar” with logfiles, for case building. Use function group 3018
2. If you still cannot get the nodes to respond, please submit a “Vehicle Report Polestar” - “Support Needed Polestar,” use function group 3018.