

Technical Journal

TITLE:

Do not swap TCAM for fault tracing purposes (PS)

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PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2022-11-28	STATUS DATE: 2022-12-01
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

*Added recipients.

Swapping TCAM's for fault tracing purposes is strictly forbidden unless **instructed and guided** by the Retailer Technical Support team.

Background:

Swapping TCAM's between cars may result in a loss of connectivity related functions for one or both cars. Installing and removing a new TCAM may result in a loss of connectivity related functions for the problem car as well as any future car that TCAM is eventually installed in.

TCAM = Telematics and Connectivity Antenna Module

CSC Customer Symptom Codes

Code	Description
22	Diagnostic communication/Wired diagnostic connection to vehicle does not work
23	Diagnostic communication/WiFi diagnostic connection to vehicle does not work
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
ER	App/Does not work
EM	Internet Connection/Does not work
6O	Mobile applications Polestar Connect/Communication problems
6P	Polestar Connect/Does not work
KO	Wifi hotspot connection/Does not work

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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 -9999		0000001-9999999	202007-999952

SERVICE:

Do not swap TCAM's unless **instructed and guided** by the Retailer Technical Support team.

For assistance, contact the Retailer Technical Support team by following the normal Vehicle Report process.

Warranty claim info:

No warranty claim accepted for a job related to this journal.

LABOR TIME:

Labor time subject to change without notice.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if there is a need. Use concern area "Vehicle Report" and sub concern area "Support Needed", use function group 3900.

Information to NSC:

*If installing a donor TCAM in a problem car for fault tracing purposes it is not allowed to make a new read out the car with VIDA, due to the donor TCAM will then be read up to PIE, and this triggers the back-end systems to connect the donor TCAM to the problem car, and it may deactivate the original TCAM's SIM subscription. Causing problems when original TCAM is installed again.

A donor TCAM can be used for fault tracing purposes for example when having no communication with the car, then you can test if communication with the car is established with a donor TCAM installed, but do not make a new VIDA read out.

SIM = Subscriber Identity Module

PIE = Product Information Exchange