Polestar

Service and Parts Business

Technical Journal

TITLE:

PS OTA not available for customer

REF NO:	ISSUING DEPARTMENT:	CAR MARKET:	
TJ 35928.4.0	**Technical Service**	**United States and Canada**	

PARTNER:	ISSUE DATE:	STATUS DATE:
3 US 7515 Polestar	**2022-12-06**	**2022-12-15**

FUNC GROUP:	FUNC DESC:	
3000	**Electric power supply; lighting; instrum**	**Page 1 of 2**

Rows beginning with * are modified
Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:
*New markets added.

If the customer claims that they are unable to recieve software updates available via OTA, the problem might be that the "certificates" for the TCAM and IHU might be invalid.

If so, follow the advice under SERVICE.

PS = Polestar
OTA = Over The Air
TCAM = Telematics and Connectivity Antenna Module
IHU = Infotainment Head Unit

CSC Customer Symptom Codes

Code	Description
2L	Service/repair/Courtesy car
52	Remote update/Does not work
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

SERVICE:

To download new certificates:

1. If there is a TOTAL UPGRADE available in VIDA, perform a software upgrade in accordance with TJ 35361.
2. Download new certificates by searching for and downloading "CHANGE MARKET CERTIFICATES" (P/N 32264753) under the Software Installation tab.

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, please use following data:
VST OP number: 36004-2 & 36002-3 & CSC 52

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading
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 3000.