

Technical Journal

TITLE:

PS Not able to connect the “Polestar” app to the car

REF NO: TJ 35951.5.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2022-12-08	STATUS DATE: 2022-12-15
FUNC GROUP: 3970	FUNC DESC: Mobile data services	Page 1 of 3	

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

* VST Operation number added

* Recipients list updated

Distribution list updated

Service for “0 keys” message in IHU added

As of the 2021 week 17 SW release, the possibility to connect the “Polestar”-app to the car is enabled. If the customer experiences issues connecting the app to the car, follow the advice under “Service”.

SW = Software

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
60	Mobile applications PolestarConnect/Communication problems

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:

Important points to consider BEFORE proceeding:

- In order to pair the Polestar app with your Polestar, you will need all keys to be in the car (put them in the second cup holder).
- If customer has lost a key, that key must be removed from the car via VIDA before the pairing is possible.
- Ensure your car has “open sky.”
 - i.e. is NOT parked in a garage, etc. that can prohibit Mobile Data Connection or GPS reception to the car.
- Ensure that internet is working in the car, i.e. open Google Maps in the vehicle center display to confirm that you are getting internet data to the car.
- IMPORTANT: First paired device must be done from the ADMIN profile.

Steps to pair the Polestar app to the vehicle:

1. Make sure that the car is updated to the latest SW status (see TJ 35361).
2. After vehicle SW is updated, the car must be momentarily put into usage mode DRIVING (starting the car) before proceeding.
 1. Shift to Drive. Shift to Park. Proceed to Step 3.
3. On the customer’s phone, verify that the LATEST Polestar app version is downloaded and that Bluetooth is ON.
 1. Automatic update of the Polestar app is not currently working, so the customer has to manually update the app on their phone before proceeding.
4. After vehicle SW download, it may take up to 36 hours before it is possible to pair the app and all functions become available. This is due to synchronization towards the cloud.
5. Carefully follow all of the steps in the pairing installation (instructions in the Polestar app).
6. Within the admin profile on the IHU, go to “add an account”, and login with your Polestar ID. Go to System/integrity and data sharing/integrity setting/integrity setting for polestar/polestar connect. Set this setting to ON.

Diagnosing possible issues in the pairing process:

1. If message “Ensure that all 0 keys are present in the car and try again” is shown in the IHU, perform a TCAM RELOAD, stating YES that HW has been replaced.
2. If the function Phone As Key shall be used, ensure that the polestar app is allowed to access the device locations, i.e. “Location” should be set to “Always” in “Settings”.
3. If it is still a problem to pair the app, try the following steps one by one, with a new try to pair the app between each step:
 1. Perform a TCAM reset in VIDA (components / TCAM / Diagnostic Sequences / “TCAM reset”).
 2. Perform a IHU factory reset in the car (make sure that you are in profile: “ADMIN”). This will clear some of the customers settings, and you may have to acknowledge terms and conditions again.
 3. Perform a reload of the IHU and TCAM certificates (“change market certificates”), P/N: 32264753.
4. If the pairing of the app was successful, but the app is lacking functionality, it may be due to the car has been updated recently. If so, please wait up to 36 hours for full functionality.

DO NOT ERASE THE APP FROM THE PHONE IN ATTEMPT TO “FIX THE PROBLEM”.

1. Erasing a paired app will result in that the car and the app will be in unsynchronized status, and can only be solved by a TCAM reset via VIDA.

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Warranty claim info:

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

VST OP number: 99925-2

VST Operation Number

VST Operation Number	Description
99925-2	General reimbursement according toTJ/QB

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 3970.