

# Technical Journal

TITLE:

**No Remote key function PS**

REF NO: <b>TJ 35954.14.0</b>	ISSUING DEPARTMENT: <b>Technical Service</b>	CAR MARKET: <b>United States and Canada</b>	
PARTNER: <b>3 US 7515 Polestar</b>		ISSUE DATE: <b>2022-11-18</b>	STATUS DATE: <b>2022-12-02</b>
FUNC GROUP: <b>3666</b>	FUNC DESC: <b>Access (central looking &amp; remote)</b>	<b>Page 1 of 5</b>	

## Attachment

File Name	File Size
Backup Position.jpg	0.0566 MB
Charging Cable .jpg	0.1990 MB
Mechanical Location.jpg	0.0728 MB
TJ-35954.jpg	0.4111 MB

Rows beginning with \* are modified

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

## DESCRIPTION:

**\*Readed TCAM Reset Method under Service.**

If you are experiencing any of the symptoms described below, please see advice under "Service".

## Symptoms:

- Cannot Lock/unlock vehicle with the "RCK", but vehicle can be unlocked with the mechanical key blade located inside the "RCK" (see attachment "**Mechanical Location**").
- If symptom #1 has been confirmed AND:
  - Attempting to start the vehicle (with the "RCK" in the backup position or through keyless function) results in DIM message "Key not found" (see attachment "**Backup Position**" for backup location).
- No communication when attempting to connect/readout vehicle with VIDA
- If Symptom #1 has been confirmed and the vehicle cannot be started with the "RCK" in the backup position due to not being able to disconnect the charging cable, please see the "Charging Cable Removal" section under Service.

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DIM = Driver information Module

TCAM = Telematics and Connectivity Antenna Module BUB = Back up Battery

RCK = Remote Control key

SW = Software

P/N = Part Number

SP = Software Product

## CSC Customer Symptom Codes

Code	Description
UH	Locking/unlocking/Central locking does not work
VZ	Locking/unlocking/Other central locking problems
1J	Remote control/Mechanical problem/Key unit only
XI	Remote control/Does not work

## DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
CEM	U201F00	Permanent

## 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:

Perform a Total Upgrade according to TJ 35361.

\*A TCAM reset might be required prior to performing the Total Upgrade--please see below:

### TCAM Reset Method:

1. Make the TCAM powerless by removing fuse CF27 and disconnecting the TCAM BUB connector for approximately 30 seconds.
2. After waiting 30 seconds, reconnect the TCAM BUB connector and re-insert fuse CF27. **Make sure to connect the TCAM BUB BEFORE re-inserting the fuse.**

### Charging Cable Removal:

1. Unlock the vehicle with the mechanical key blade inside the "RCK".
2. Place the "RCK" in the backup position.
3. If the vehicle "wakes up", press the 'Release the cable' button in the center display.

Visualized steps are found in attachment: TJ-35954.jpg

### Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, the following data must be used:

Failing Part: No parts allowed in this job

VST OP number: 36004 Total upgrade, 99925 General reimbursement acc. to TJ/QB

Note that the TJ number must be stated in repair order text!

## VST Operation Number

VST Operation Number	Description
99925-2	General reimbursement acc. to TJ/QB
36004-2	Software control module downloading

## LABOR TIME:

.6

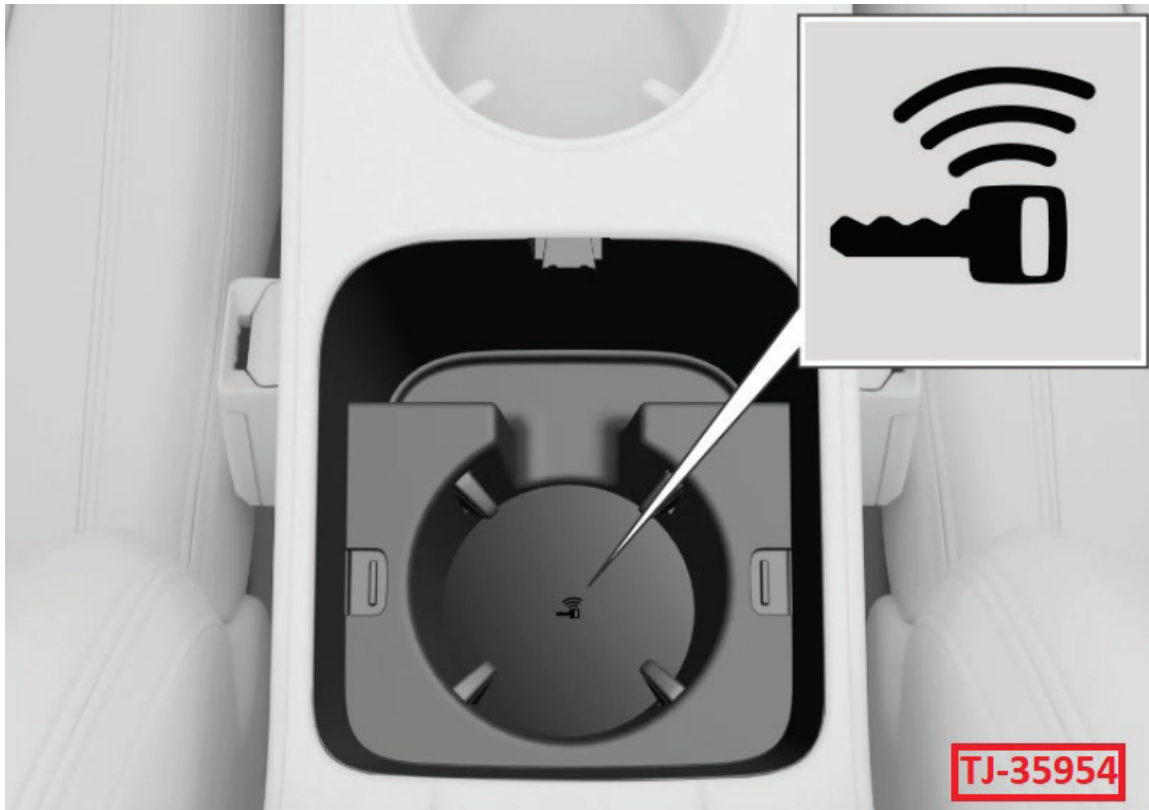
## VEHICLE REPORT:

If vehicle has **not** been improved by following the advice under “Service”, please submit a Vehicle Report. Use concern area “Vehicle Report Polestar” and sub concern area “Support needed Polestar”, use function group 3666.

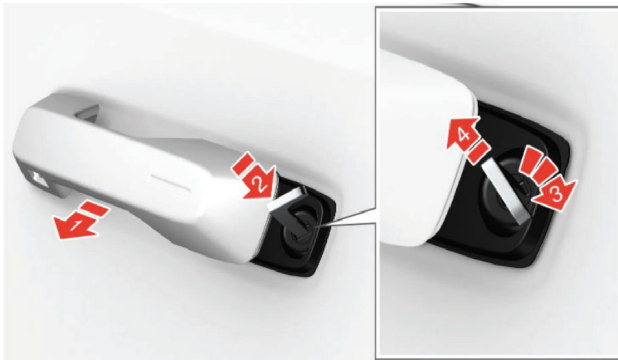
## Information to NSC:

Please advise the information stated under “Charging cable” for calling customers to facilitate mobility of the vehicle.

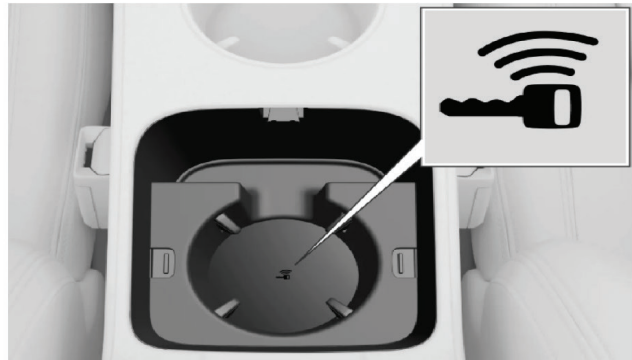
**To view TJ attachments continue to next page. This TJ has four attachments.**



1.



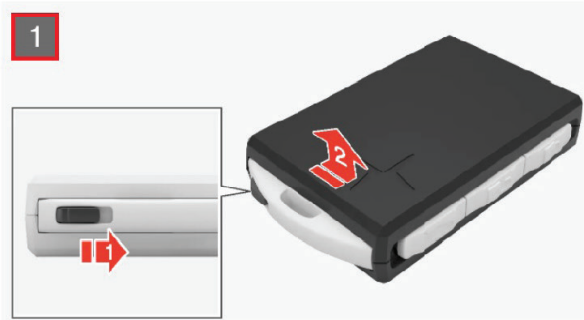
2.



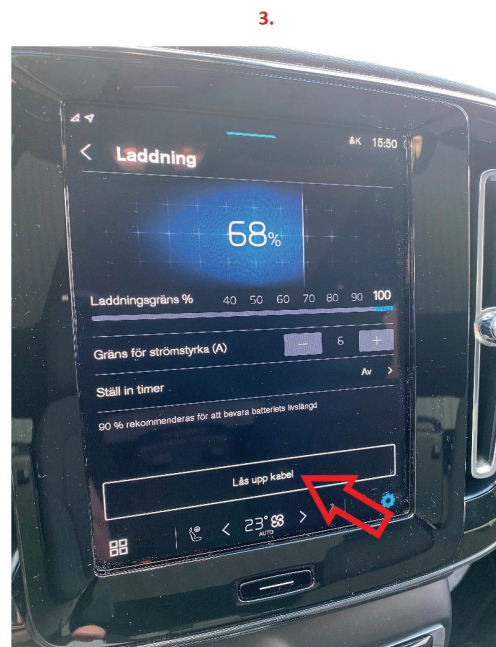
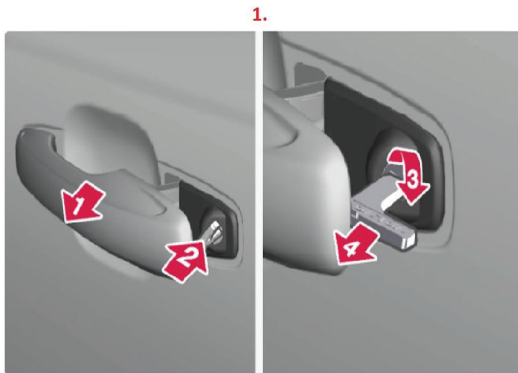
3.



TJ-35954



TJ-35954



TJ-36195