

Technical Journal

TITLE:

General Radio Deviations

REF NO: TJ 36379.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2022-06-12	STATUS DATE: 2022-12-08
FUNC GROUP: 3910	FUNC DESC: Radio equipment, production	Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

If experiencing any of the below described symptoms (mainly DAB functions), please see advice under "Service".

Symptoms:

- Pictures and text from radio stations are shown with delay
- Pictures and text from radio stations stops updating
- At startup, radio play different radio station than last used
- List of radio stations and favorites is empty (DAB and FM)
- SiriusXM channel information is not updating - but playing selected station(s)

IHU = Infotainment Head Unit

DAB = Digital Audio Broadcasting

CSC Customer Symptom Codes

Code	Description
7W	Radio/Interference/FM and DAB
DP	Radio/Does not work
FE	Radio/Setting frequency (station or pre-set) does not work
HQ	Radio/Poor reception/FM and DAB

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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:

*Software improvements for symptoms described under “description” have been released under software V2.5. If an earlier software version exists, please perform a Total Upgrade in accordance with TJ 31543.

Warranty claim info:

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

To get a warranty claim accepted for a job described in this TJ, please use following VST OP number: 36004-2

Failing Part: No part replacement accepted

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

LABOR TIME:

0.5

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 not needed Polestar”, use function group 3910.