

Technical Journal

TITLE:

12V Battery drained, CEM-U300096

REF NO: TJ 36445.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2022-05-12	STATUS DATE: 2022-12-08
FUNC GROUP: 3720	FUNC DESC: Electrical distribution box, fuse box	Page 1 of 2	

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DESCRIPTION:

If 12V battery is drained and/or the vehicle will not start and DTC CEM-U300096 is set, do not replace any hardware before checking if the vehicle has the software 2.4 (released 22w42) or later.

If an updated software is available, see under service.

CSC Customer Symptom Codes

Code	Description
53	Driving, Twin Engine/Propulsion using electric motor not possible
71	Starting/Vehicle start-up is not possible
7B	Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt
AA	Starting/Engine does not start/Engine turns
BE	Starting/Engine does not start/Engine does not turn/Unsure when/at all times
BJ	Starting/Engine does not start/Unsure when/at all times
LM	12 V main battery/Dead battery
LN	12 V main battery/Weak or low electrical power
UH	Locking/unlocking/Central locking does not work 
VZ	Locking/unlocking/Other central locking problems
67	Locks and alarm/Autonomous drive: Self closing doors do not work

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DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
CEM	U300096	Intermittent

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2020-2023		-	202007-202241

SERVICE:

If the software is older than V2.4, which was released 22w42, perform a software upgrade in accordance with TJ 31543.

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.

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 3720.