Polestar

Service and Parts Business

Technical Journal

TITLE:

Report feedback to Google in CSD

REF NO: **TJ 36666.1.0**	ISSUING DEPARTMENT: **Technical Service**	CAR MARKET: **United States and Canada**	
PARTNER: **3 US 7515 Polestar**		ISSUE DATE: **2023-06-19**	STATUS DATE: **2023-06-27**
FUNC GROUP: **3900**	FUNC DESC: **Media, navigation and communication**	**Page 1 of 2**	

DESCRIPTION:
If any Google related issues are observed on Google Play, Google Assistant, or Google Maps please report them by following the instructions listed under "Service".

CSD = Center Screen Display

CSC Customer Symptom Codes

Code	Description
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
7N	Navigation/Other navigation problems
DQ	Navigation/Steering wheel navigator controls do not work
EO	Navigation/Does not work
HP	Navigation/Navigation system gives incorrect directions
IC	Navigation/Updates of information slow/does not work
IJ	Navigation/Voice guidance does not work
IN	Navigation/Bright/dark colors cannot be changed
IP	Navigation/Error message on screen
IT	Navigation/Locations cannot be stored/disappears

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:

To report any issues with any of the Google built-in Apps in the vehicle (see description), please recommend to the customer to report the issue directly to Google:
https://support.google.com/googleappsincar

Feedback can be reported to Google directly from the main center screen display in the Vehicle--refer to the attached video (Feed-back Google(2).mp4).

IMPORTANT: Other Apps downloaded to the vehicle, from publishers other than just Google, may have similar ways of reporting issues directly to the app development team--please encourage this issue reporting method whenever possible since Polestar does not have direct control over 3rd Party apps.

Warranty claim info:
Failing Part: No part replacement accepted

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" and sub concern area "Support not needed Polestar", use function group 3900.