

## Technical Journal

TITLE:

**WPC, none or unstable charging**

<b>REF NO:</b> TJ 36697.1.0	<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> 2023-07-18	<b>STATUS DATE:</b> 2023-07-27
<b>FUNC GROUP:</b> 3942	<b>FUNC DESC:</b> Mobile telephone	<b>Page 1 of 2</b>	

### DESCRIPTION:

If vehicle is showing symptom of none or unstable charging from WPC (Wireless Phone Charger), follow advise under "Service".

Applies for MY24 car with WPC, hardware part no 32359823, after PDS SWDL (or when used as a spare part on other model years)

### CSC Customer Symptom Codes

Code	Description
35	Power outlet/Wireless phone charger does not work

### 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		-	202007-999952

### SERVICE:

#### Avoid unnecessary replacements of the WPC

When performing PDS SWDL on MY24 cars with WPC, hardware part no 32359823, it is crucial that no phone or other metallic object is placed on top of or near (up to 60mm) the WPC. Car radio must be off.

If this was not followed during the PDS SWDL then the WPC will be incorrectly calibrated, resulting in no charging or unstable charging performance.

# Technical Journal 36697.1.0

To solve this issue, recalibrate the WPC by performing a WPC reload. Be sure to follow above instructions.

(Applies also for earlier/later M/Y since this spare part can be used for all M/Y.)

## Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

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

## VST Operation Number

VST Operation Number	Description
36050-2	Calibrating/Identifying with VIDA

## LABOR TIME:

0.2

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 not needed Polestar", use function group 3942.