

Technical Journal

TITLE:

Software Update Fails and VIDA Can't Connect, VGM Unresponsive

REF NO: TJ 36577.5.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2023-10-12	STATUS DATE: 2023-11-02
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 2	

Rows beginning with * are modified

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

DESCRIPTION:

***Added VST Operation No.**

If the vehicle is experiencing problems communicating with VIDA, especially in relation to a failed SWDL, this could be related to the VGM is not responding. Please see text under Service for advice.

Note: This TJ only applies to vehicles with the Android Automotive Operating System.

VGM = Vehicle Gateway Module

SWDL = Software Download

OBD = On-Board Diagnostic

CSC Customer Symptom Codes

Code	Description
22	Diagnostic communication/Wired diagnostic connection to vehicle does not work
23	Diagnostic communication/WiFi diagnostic connection to vehicle does not work
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
2V	Technician information/Software/Vehicle communication/Not for warranty use

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-9999		-	202007-999952

Technical Journal 36577.5.0

SERVICE:

If SWDL fails, the VGM may end up in an unresponsive state. To identify if this has happened, the most indicative symptom is that the car does not show up in VIDA. The car might be readable with DICE, but it will not be possible to perform a reload or get out of this unresponsive state via the DICE.

Prior to fault tracing, please check that there is no aftermarket dongle attached to the OBD connector; this might interfere and cause issues with the vehicle's diagnostic communication.

To get the car communicating through VIDA, please perform the following steps:

1. Press the OnCall/Connect/Talk Bubble button; if the call is connected, this might trigger the VGM to respond in VIDA. If this doesn't help, continue with the below step.
2. *Exchange the VGM with a donor VGM if there is one available (the HW part numbers do not need to match); if the car shows up in VIDA, connect to the car. Without disconnecting the VIDA connection, remove the donor VGM and replace it with the original VGM (it is important that this step is executed within a few minutes).
3. If the car still shows up in VIDA, and diagnostic communication is possible, perform a reload of the VGM. If successful, the VGM is now restored.

*If a donor VGM is not available, a new VGM will need to be ordered. If this is the case, please repeat the above procedure, starting at step 2. If the procedure is executed successfully, the new VGM can now be used as a donor VGM in future cases similar to the one described in this TJ.

If the VIDA connection is not established by the above method, please contact RTS.

Note:

TJ 36581 advises against exchanging components between cars for testing purposes. If unsure on the procedures and methods described in the above steps, please contact your local helpdesk for assistance related to this TJ; see under Vehicle Report.

VST Operation Number

VST Operation Number	Description
98773-2	Control module (VGM) check acc. to TJ
36004-2	Software control module downloading

LABOR TIME:

98773-2: 0.9

36004-2: 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 3900.