Polestar		Service and Pa	ervice and Parts Business			
Technical Journal						
	TITLE:					
Towbar TRM not responding						
REF NO:	ISSUING DEPARTMENT:	CAR MARKET:				
TJ 36518.5.0	Technical Service	United States and Canada				
	PARTNER:	ISSUE DATE:	STATUS DATE:			
3 US	S 7515 Polestar	2023-10-16	2023-10-31			
FUNC GROUP:	FUNC DESC:	]				
8920	Recovery and towing unit	Page 1 of 3				

#### **Attachment**

File Name	File Size
TJ 36518.PNG	0.2160 MB

Rows beginning with \* are modified

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

#### **DESCRIPTION:**

If vehicle has symptom of towbar/trailer module (TRM) with no function, no VIDA communication and/ or DIM message "Trailer system service required" is displayed, follow the instructions under "Service".

- \*Note! TJ only applicable for vehicles with following part number:
- \* TRM part number 32386674 with circuit board number 32386672
- \* TRM part number 32386675 with circuit board number 32386673
- \* TRM part number 32369968 with circuit board number 32369969
- \* TRM part number 32369970 with circuit board number 32369971

See attachment TJ 36513 for description of part number in VIDA:

- Apply the VIN number and select vehicle.
- Press the blue VIN number at the top.
- Press HARDWARE AND SOFTWARE and search for TRM.

## **CSC** Customer Symptom Codes

Code	Description
ZV	Towing device/Does not work

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#### **DTC** Diagnostic Trouble Codes

#### Vehicle Type

Туре	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-9999		-	202007-209952

#### SERVICE:

Before downloading Software according to TJ 31543, make sure that the TRM is responding through Vida.

If not, please perform a 12V reset of the TRM before Software download.

## Warranty claim info:

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

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

### **VST** Operation Number

VST Operation Number	Description
36004-2	Software control module downloading
99921-2	General reimbursement acc. to TJ

#### LABOR TIME:

Labor time subject to change without notice.

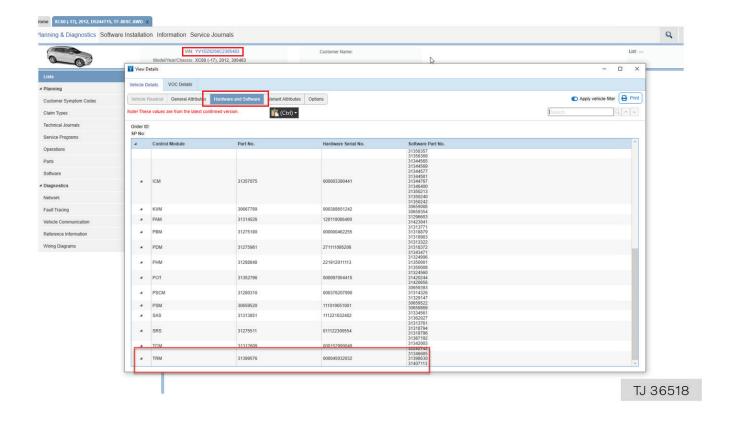
## **VEHICLE REPORT:**

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report Polestar" and sub concern area "Support not needed Polestar", use function group 8920.

To view TJ attachment continue to next page. This TJ has one attachment.

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