

# Technical Journal

TITLE:

**12V Battery Testing / Maintenance Guide**

REF NO: <b>TJ 36876.1.1</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>2024-02-22</b>	STATUS DATE: <b>2024-02-29</b>
FUNC GROUP: <b>3110</b>	FUNC DESC: <b>Battery</b>	<b>Page 1 of 3</b>	

Rows beginning with \* are modified

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

## DESCRIPTION:

This Technical Journal is for informational purposes, and to be used as reference material when charging, maintaining, and/or testing 12V batteries for SPA/CMA vehicles.

**Effective immediately, if there is not a NEW VIDA readout prior to testing, charging, and/or replacing a 12V battery, no claim will be accepted under Warranty.**

\*Please note: If the 12V battery is dead, the battery may need to be jumped and charged prior to the above step.

To ensure battery health and improve customer satisfaction, a battery charger/maintainer **MUST BE** connected to the charging posts in the engine compartment while performing a scheduled maintenance event, software download, or any other service/warranty related visit.

Please use an adequate power supply when completing the above steps.

For vehicles stored in Transport mode, please ensure the 12V battery is maintained according to the Stock Maintenance Checklist (VIDA). For vehicles stored in Normal mode, the 12V battery should be maintained every 14 days.

For additional information related to 12V Battery Testing / Maintenance, please follow advice under "Service".

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## CSC Customer Symptom Codes

Code	Description
7B	Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt
AA	Starting/Engine does not start/Engine turns
AB	Starting/Engine hard to start/cranks slowly/Unsure when/at all times
AC	Starting/Engine hard to start/cranks slowly/After use
AD	Starting/Engine hard to start/cranks slowly/Cold start
BE	Starting/Engine does not start/Engine does not turn/Unsure when/at all times
BF	Starting/Engine does not start/Engine does not turn/Clicking sound at start attempt
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
6J	Text window and warning symbol/Low battery

## DTC Diagnostic Trouble Codes

### Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
232							2020-2021		-	201939-202144
534							2021-9999		-	202027-999952

## SERVICE:

### Main Battery Testing: SPA/CMA vehicles only

After capturing a **NEW** VIDA readout, conduct the following steps in VIDA:

Diagnostics --> Fault Tracing --> Select the corresponding "Symptom" and "Function" --> "Component test: Main Battery"

This sequence will evaluate the battery condition based on long-term data measured by the vehicle's on-board battery diagnostics. If a deeper analysis of the battery is needed, or if the battery is suspected to be faulty, VIDA will guide the technician through the testing procedure, and provide a warranty authorization code should the battery need to be replaced.

Please ensure there is no Quiescent Current draw on 12V batteries.

### **Warranty claim info:**

Effective immediately, if there is not VIDA readout prior to testing, charging, and or replacing a battery, no claim will be accepted under Warranty.

Battery tests and replacements will be covered under New Car Warranty (01) when the vehicle is still under Warranty, there is a demonstrable, warrantable defect, and the results of the above testing determine that replacement is necessary.

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The battery code retrieved must be provided in the repair text (refer to Polestar Warranty Policy and Procedures Manual).

The serial number of the old and new batteries are also required to be included in the repair text *for 12V Main Batteries ONLY*. See the attachments for reference/location of the serial numbers. If there is a serial number in both locations, use the number that is on the top of the battery.

The authorization code from the battery test must also be printed and attached to the hard copy of the repair order.

## VST Operation Number

VST Operation Number	Description
31102-3	Battery replace
31122-2	Battery Condition Check

## LABOR TIME:

Labor time subject to change without notice.

## VEHICLE REPORT:

If you experience issues charging, testing, or maintaining the battery utilizing the standards outlined in this Technical Journal and associated resources, please submit a "Support Needed" vehicle report.