

Technical Journal

TITLE:

IHU Replacement - Prior Approval Needed

REF NO: TJ 35563.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2024-03-19	STATUS DATE: 2024-04-05
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 4	

Attachment

File Name	File Size
IHU_Form_PA_TJ_35563.pdf	0.9685 MB

Rows beginning with * are modified

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

DESCRIPTION:

In most cases the IHU does not need to be replaced, and can be saved by following fault tracing in VIDA.

IHU software improvements have been made in recent releases. Thus, please ensure the vehicle is on the most recent software version.

As a last step, support can be provided by your Technical Operations Specialist (TOS) through a Nebula Case.

Due to this, **Prior Approval is needed** for all IHU replacements.

IHU = Infotainment Head Unit

Technical Journal 35563.3.0

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
32	Infotainment/System reboots
ER	App/Does not work
2E	Audio other/Keypad on center console does not work
XD	Audio other/Audio unit display does not work
7S	Cellular phone/Other cellular phone problems
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
DP	Radio/Does not work
9S	USB unit/Does not work
IM	Video other/Front screen, poor image quality/no image
2V	Technician information/Software/Vehicle communication/Not for warranty use

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	19	0000001-9999999	202007-999952

SERVICE:

NOTE: Your warranty claim might be rejected if the procedure in this TJ is not followed.

In most cases the IHU does not need to be replaced, and can be saved by following fault tracing in VIDA.

As a last step, support can be provided by your Technical Operations Specialist (TOS) through a Nebula Case. **Please complete and include the attached questionnaire to better aid diagnostics.**

Contact your Technical Operations Specialist through a Nebula Case to get technical prior approval or assistance via remote session, using your normal escalation process.

This Technical Journal and outcome of it will be closely followed in the warranty-system to reduce unnecessary replacements.

Warranty claim info:

Please include the authorization number in the prior authorization field of your warranty submission and the Nebula case number in the claim text.

LABOR TIME:

Labor time subject to change without notice.

VEHICLE REPORT:

Yes, please submit a Nebula Case to your local technical helpdesk to get technical prior approval or assistance via remote session.

Use concern area "Vehicle Report" and sub concern area "Support needed Polestar", use function group 3900.

Title the report "IHU Prior Approval and remote support", describe the symptom(s) as thoroughly as possible and also attach the VIDA diagnostic log to the report.

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

POLESTAR IHU REPLACEMENT PRIOR APPROVAL FORM

NOTE: This form is essential for repairs involving IHU replacement. Please follow the questionnaire below to help us further determine the need for the IHU replacement. Failure to provide this form with the requested information may result in warranty claim errors and denial.

RETAILER CODE		RO #		DATE		VIN	
What is the customer's symptom?							
Which Screen was affected	CSD		DIM		BOTH		
CSD Condition or Appearance	"BLACK"		"POLESTAR"		"FACTORY MODE"		
When did it occur last, if not preset at this time?	DATE				TIME		
Is it a first-time complaint?	YES				NO		
Is the symptom verified?	YES				NO		
Is the symptom intermittent?	YES				NO		
SW version upon arrival at the shop*							

How often does the symptom occur?	DAILY		OCCASIONALLY	RANDOMLY	
How long does the symptom last?	PERMANENT		HOURS	MINUTES	SECONDS
Were there any events that preceded the symptom?	OTA	T. UPGRADE	START-UP	WHILE CONTINUOUSLY DRIVING FOR	
				< Hour	> Hour

Were there previous or recent vehicle repairs performed, and what kind?					
What remedial actions were attempted?	12V RESET		IHU RESET	SW RELOAD (WHICH)	
Is there aftermarket equipment installed?	TRAILER HITCH	DASHCAM		AMPLIFIER	TRACKING DEVICE*
Have all the relevant Technical Journals been performed? If so, which ones?				Is there a video or picture evidence available?	
				YES	NO
Additional information:					

***The current SW version in the vehicle can be found under "Diagnostics Overview".**

*** The tracking device is commonly connected to the OBD circuit and, in most cases, will have a different, usually black, OBD2 socket.**