

Technical Journal

TITLE:

Software Upgrade, process descriptionREF NO:
TJ 35361.1.0ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7515ISSUE DATE:
2019-12-13STATUS DATE:
2020-07-23FUNC GROUP:
3018FUNC DESC:
Software**Page 1 of 3**

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
232							2020-9999		0000001-0999999	201939-999952

CSC Customer Symptom Codes

Code	Description
3L	Technician information/Repair information/Not for warranty use
2V	Technician information/Software/Vehicle communication/Not for warranty use

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading
36002-3	Software control module downloading. (2:nd download)

DESCRIPTION:

When performing a software download of any control unit, please follow advice under “Service”.

NOTE!

Software download for preventive purposes is not allowed to be claimed on warranty.

All software download must be initiated by a customer complaint, which must be clearly stated in the repair text.

All warranty claims without this description will be rejected.

SERVICE:

Background:

The electrical functions are distributed to multiple control units, all control units must have the same level of software configuration.

If one control unit is upgraded and not all, it may result in various problems.

Solution:

1. To ensure a smooth software download, connect battery supply.
Battery voltage must be above 12.3 Volt.
2. Perform applicable software downloads according to following priority order:
 - Quality Bulletin (QB).
 - Installation of accessories.
 - "PDS Upgrade" or "Service 2.0 Upgrade" or "Polestar SELEKT Upgrade".
 - Repair according to VIDA or Technical Journal.
3. After software download, go to the VIDA software tab, "Upgrades", and refresh the list.
If you still see "*Total Upgrade", in VIDA under "Software" - "Upgrades", then download "*Total Upgrade".

Calibrations.

After a software download, ensure that all systems are calibrated and that there are no DTC's for missing calibration/configuration.

If so, perform the needed calibration.

Example of calibrations to be checked: ASDM, CCM, Windows.

Warranty claim information.

Software download for preventive purposes:

Is not allowed to be claimed on warranty.

Performing a Quality Bulletin (QB):

Follow the claim procedure in the QB.

If a "*Total Upgrade" has been performed in any of the steps above under point 1-3 (Excluding QB, Service 2.0 Upgrade, PDS Upgrade, Polestar SELEKT Upgrade):

Is allowed to be claimed on warranty as long as the issue is clearly stated in the repair text.

All warranty claims without this description will be rejected.

Use correct Customer Symptom Code (CSC), Operation number (VST) and Part number (P/N).

CSC 3L and 2V in this TJ are non claimable.

Different Softwares and their purpose.

*Total upgrade should be performed if there is a valid customer complaint or if directed to by a Technical Journal or a Quality Bulletin.

The customer complaint should be clearly stated in the repair text.

Warranty claims without this description may be rejected.

Service 2.0 Upgrade (certain markets) should be performed at a scheduled maintenance service when Total Upgrade is not being used for a repair at the same workshop visit.

PDS Upgrade should be performed just before new car delivered to customer.

Polestar SELEKT upgrade (certain markets) should be performed in the used car process using the SELEKT concept.

PDS = Pre Delivery Service

VIDA = Vehicle Information and Diagnostics for Aftersales

APPS/Maps/Voice/Gracenote.

There may be some new Apps/upgrades available in “DOWNLOAD CENTER” in the IHU.

Normally this should be handled by the customer but the workshop technician can do it, if agreed with the customer.

Not to be claimed on warranty.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area “Vehicle Report” and sub concern area “Support not needed”, use function group 3018.