

Technical Journal

TITLE:

Polestar 2: Charging Issues at Signet Charging Stations (Information Only)

REF NO: TJ 35800.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2020-12-16	STATUS DATE: 2020-12-16
FUNC GROUP: 3234	FUNC DESC: onboard charger, high voltage	Page 1 of 3	

Attachment

File Name	File Size
Example_Signet_Metal_Sign.jpg	0.0392 MB

Rows beginning with * are modified

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

Description:

Acronyms:

- HV = High Voltage
- EVI = Electric Vehicle Inlet
- OBC = On-board Charger

Polestar 2 vehicles are currently experiencing an incompatibility issue when attempting to charge at Signet brand electric vehicle charging stations. Most commonly, the EVI LED will briefly flash yellow during a short initialization period and will then turn Red, indicating that a HV charging error has occurred and that HV charging is not possible. This issue is actively being worked on and updated OBC SW is expected to be available in VIDA by 21w04. Until then, it is advised to make an alternate charging plan that does not require the usage of a Signet electric vehicle charging station.

CSC Customer Symptom Codes

Code	Description
YW	Charging socket/LED indicates fault/reduced charging/Unsure when/at all times

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DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2021		-	202007-202104

Service:

Please submit a Vehicle report if this issue is encountered and include a picture of the metal sign (see Example_Signet_Metal_Sign.jpg) on the side of the HV charging station whenever possible.

VST Operation Number

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 3234.

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

