

Technical Journal

TITLE:

DIM Map constant re-draw/slow performance

REF NO: TJ 36109.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515		ISSUE DATE: 2021-11-23	STATUS DATE: 2021-11-29
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 2	

Attachment

File Name	File Size
TJ_36109_1.mp4	9.5838 MB

Rows beginning with * are modified

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DESCRIPTION:

The customer may experience the map displayed on the DIM and/or CCD constantly re-drawing, disappearing and/or performing slowly. See the attached video for an example of this symptom.

See instructions under Service to repair this.

DIM = Driver Information Module

CCD = Center Console Display

CSC Customer Symptom Codes

Code	Description
7N	Navigation/Other navigation problems
IC	Navigation/Updates of information slow/does not work
IM	Video other/Front screen, poor image quality/no image

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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							2021-2022		-	0-0

SERVICE:

The issue occurs in relation to an update to the Google Maps application.

It can be fixed by clearing the app's stored data by following the menu path below.

In the Settings menu:

Applications -> Show All Apps -> Maps -> Storage and Cache -> Clear storage

The DIM map should behave normally afterwards.

NOTE: Once the storage is cleared, the Privacy settings may need to be acknowledged the next time Google Maps is launched.

LABOR TIME:

Labor time subject to change without notice.

VEHICLE REPORT:

Yes, please contact Polestar Technical Support if the service solution described in this TJ has no effect.