

Technical Journal

TITLE:

TCAM Replacement, Software Download Method

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DESCRIPTION:

Due to an issue with reloading replacement TCAMs, there is a temporary workaround to be able to get the TCAM loaded correctly.

If a TCAM unit needs to be replaced, please contact Polestar Technical Support following the instructions below.

A permanent solution to avoid this will be launched during 2021 quarter 4.

TCAM = Telematics and Connectivity Antenna Module

CMQ = Current Model Quality

SW = Software

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
6O	Mobile applications Polestar Connect/Communication problems
6K	Mobile applications Volvo On Call/Activation problems
6P	Polestar Connect/Does not work
1C	Service/repair/Administrative and Factory scheduled maintenance
2V	Technician information/Software/Vehicle communication/Not for warranty use

Technical Journal 35754.4.0

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021 -2022		-	0-0

SERVICE:

Procedure to get a new TCAM reloaded:

NOTE: All the part numbers below need to be ordered MANUALLY, they will not show in VIDA software lists.

1. Install the new TCAM hardware
2. Make a NEW read out of the car with VIDA
3. Contact Polestar Technical Support and inform them that the TCAM is being replaced. They will then adapt some data in the central server. Downloading without the adaption by Technical Support will result in the error message "*Error 136 – No package was created for...*"

When Technical Support confirms that the adaption is done, continue with loading:

4. Order and Download "CMQ TCAM fix" SP 32264754 CMQ TCAM FIX
5. Order a "TCAM RELOAD CMQ FIX": SP 32264761 TCAM RELOAD CMQ FIX

NOTE: When downloading "TCAM RELOAD CMQ FIX", a message will pop up "The node has special software do you want to overwrite": Click **Continue/OK**

After "TCAM RELOAD CMQ FIX", continue with a *Total Upgrade*

Warranty claim info:

No warranty claim accepted for Technical Support involvement as described in this journal. The Software Products listed above are free of charge.
TCAM claim to be handled separately.

LABOR TIME:

Labor time subject to change without notice.

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 needed Polestar", use function group 3979.

Information to NSC:

The new TCAM SW that is released now, can not be loaded directly on to a new unit.
The adaption in PIE (step 3 above), is for you to remove the "N"-flag in PIE