Technical Journal

TITLE:

No Remote key function

REF NO:	ISSUING DEPARTMENT:	CAR MARKET:	
TJ 35954.7.0	Technical Service	United States and Canada	
PARTNER: 3 US 7515		ISSUE DATE: 2022-09-06	STATUS DATE: 2022-09-08
FUNC GROUP: 3666	FUNC DESC: Access (central looking & remote)	Page 1 of 5	

Attachment

File Name	File Size
Backup Position.jpg	0.0566 MB
Charging Cable .jpg	0.1990 MB
Mechanical Location.jpg	0.0728 MB

Rows beginning with * are modified
Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:
If experiencing the below described symptoms, please see advice under “Service”.

Symptoms:

1. Cannot Lock/unlock vehicle with the “RCK”, but vehicle can be unlocked with the mechanical key blade located inside the “RCK” (see attachment **“Mechanical Location”**).
2. Attempting to start the vehicle through keyless function, results in DIM message stating “Key not found”.
3. The vehicle can only be started with the “RCK” in the backup position located in the tunnel console (see attachment **“Backup Position”** for backup location).
4. No communication when attempting to connect/readout vehicle with VIDA.
5. If Symptom #1 has been confirmed and the vehicle cannot be started with the “RCK” in the backup position due to not being able to disconnect the charging cable.

DIM = Driver information Module
TCAM = Telematics and Connectivity Antenna Module
BUB = Back up Battery
RCK = Remote Control key
SW = Software

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P/N = Part Number
SP = Software Product

CMQ= Current Model Quality

CSC Customer Symptom Codes

Code	Description
UH	Locking/unlocking/Central locking does not work
VZ	Locking/unlocking/Other central locking problems
1J	Remote control/Mechanical problem/Key unit only
XI	Remote control/Does not work

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
CEM	U201F00	Permanent

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-9999		0000001-0999999	202007-999952

SERVICE:

Charging Cable removal:
1. Unlock the vehicle with the mechanical key blade inside the “RCK”.
2. Place the “RCK” in the backup position.
3. If the vehicle “wakes up” Press the central unlock button

Visualized steps are found in attachment: TJ-35954.jpg

Perform below methods in an ascending numerical order:

1. TCAM reset method

If any of the symptoms described under “Description” is present, please make the TCAM powerless by removing TCAM fuse CF27+ TCAM BUB connector for approximately 30 sec, before reconnecting the TCAM BUB connector and re-inserting TCAM fuse CF27.
NOTE: Make sure to connect the TCAM BUB first before re-inserting the TCAM fuse.

***2. Software Fix:**

Repair software is now included in *PDS Upgrade* and *Total Upgrade* software products. Once the TCAM is reset as described above, download the appropriate software product to prevent the issue from re-occuring.

***Warranty claim info:**
To get warranty claim accepted for a job described in this TJ, following data must be used:

Failing Part: No part replacement acceptedFailing Part: No part replacement accepted
*VST OP number: 99925-2, General reimbursement acc. to TJ/QB (0.5hr)

VST Operation Number

VST Operation Number	Description
99925-2	General reimbursement acc. to TJ/QB

LABOR TIME:
Labor time subject to change without notice.

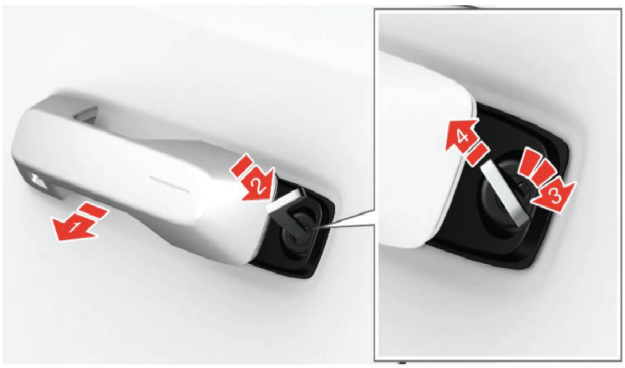
VEHICLE REPORT:
If vehicle has **not** been improved by following the advice under “Service”, please submit a Vehicle Report. Use concern area “Vehicle Report Polestar” and sub concern area “Support needed Polestar”, use function group 3666.

Information to NSC:
Please advise the information stated under “Charging cable” for calling customers to facilitate mobility of the vehicle.

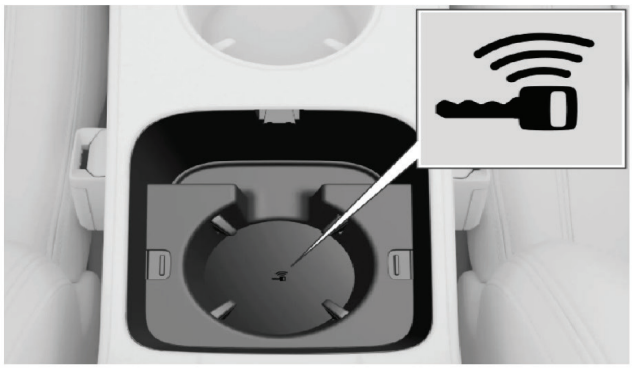
To view TJ attachments continue to next page. This TJ has 3 attachments.


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1.



2.

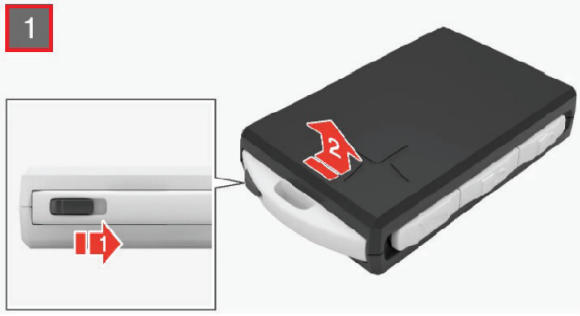


3.



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1



2



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