Polestar

Service and Parts Business

Technical Journal

TITLE:		
Google assistant voice commands not responding		

REF NO:	ISSUING DEPARTMENT:	CAR MARKET:
TJ 36471.1.0	Technical Service	United States and Canada

PARTNER:	ISSUE DATE:	STATUS DATE:
3 US 7515 Polestar	2022-12-22	2023-01-05

FUNC GROUP:	FUNC DESC:	
3900	Media, navigation and communication	Page 1 of 2

DESCRIPTION:
If Google assistant voice commands are not responding (applies only for US English language) please follow the information under “Service”.

Note: Affects cars with Google built in / iCUP / Android Automotive (Only US English language)

Features Affected:

- Reduced alarm on/off
- Creep mode on/off
- Lane keeping aid on/off

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
II	Cellular phone/Voice control does not work

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-9999		0000001-9999999	202007 -999952

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SERVICE:

Don't fault trace or replace any parts due to the symptom described above.

Work is ongoing to resolve this issue with an expected Software release in Q1 of 2023.

Please do not report in TIE.

Warranty claim info:
No warranty claim accepted for a job described in this TJ.

Failing Part: No part replacement accepted

LABOR TIME:
Labor time subject to change without notice.

VEHICLE REPORT:
N/A