Technical Journal

TITLE:

Backup Battery DTC TCAM-U210993

REF NO:	ISSUING DEPARTMENT:	CAR MARKET:	
TJ 35602.6.0	Technical Service	United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2023-03-31	STATUS DATE: 2023-04-04
FUNC GROUP: 3943	FUNC DESC: Telematics	Page 1 of 4	

Attachment

File Name	File Size
TJ35602BUB.jpg	0.2417 MB
TJ35602BUB - reset.jpg	0.1473 MB

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

DESCRIPTION:
*Added part number for ordering battery charger.

If the vehicle is showing a warning message in the DIM and CCD mentioning “eCall Service Required” together with the TCAM DTC U210993 set, related to the TCAM BUB, please follow the procedure under Service.

DIM = Driver Information Module
CCD = Center Console Display
BUB = Backup Battery
TCAM = Telematic Connectivity Antenna Module
SoC = State of Charge
SW = Software

CSC Customer Symptom Codes

Code	Description
6O	Mobile applications Polestar Connect/Communication problems
6P	Polestar Connect/Does not work

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DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
TCAM	U210993	Intermittent

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2025		-	202007-202552

SERVICE:
The above mentioned error message and DTC are most likely caused by a discharged BUB.

Do not replace the BUB before checking if it is possible to charge it. VIDA has been updated with a new method that enables charging of the BUB.

VIDA method:

- A 12 volt battery maintainer must be connected to the vehicle throughout the BUB charging procedure.
- Gear selector must be in P - Park.
- If BUB SoC is 1% or greater, charge the BUB using the VIDA script, see attachment 'TJ35602BUB.jpg'.
- BUB will charge by 5% SoC per hour; charge the BUB up to a minimum of 45% SoC (after charging is stopped the BUB SoC may drop a little).
- If "eCall Service Required" is still shown in the DIM, go to "SW Installation" tab in VIDA. Click on "Advanced test" and there click on "Reset".
- Once the reset has completed, erase the DTC's.
- If the DTC is set again, charge the BUB to more than 50% SoC value.

The BUB is continuously charged while the vehicle is driven.

*It is also possible to charge the BUB outside of the vehicle by using an external battery charger. The battery charger can be ordered as a special tool using the part number 9513263.

NOTE:
If the BUB SoC is 0% (below 2 Volt), it is not possible to charge the BUB and it needs to be replaced, see VIDA instruction VCC-516696-1.
After replacement, the BUB SoC must be reset by using a VIDA script, see attachment 'TJ35602BUBreset.jpg'.

Warranty claim info:
To get a warranty claim accepted for a job described in this TJ, please use the attached VST Operation No.

VST Operation Number

VST Operation Number	Description
36050-2	Calibrating/Identifying with VIDA
39753-2	TCAM back-up battery replace

LABOR TIME:
36050-2: 0.2 hrs
39753-2: 0.3 hrs

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 subconcern area “Support needed Polestar”, use function group 3943.

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

Technical Journal 35602.6.0



