

Technical Journal

TITLE:

General Concerns in IHU on iCUP vehicles/Google Infotainment

REF NO: TJ 36086.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2023-07-21	STATUS DATE: 2023-07-27
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 2	

DESCRIPTION:

If any IHU-related concern occurs and the problem remains after a start and stop (ignition) cycle, please follow the information under Service.

IHU = Infotainment Head Unit

iCUP = Infotainment and Connectivity Unity Program

CCD = Center Console Display

CSC Customer Symptom Codes

Code	Description
9U	AUX panel/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
7N	Navigation/Other navigation problems
IJ	Navigation/Voice guidance does not work
DP	Radio/Does not work
IB	Speakers/Does not work
3J	TV/Does not work
9S	USB unit/Does not work

DTC Diagnostic Trouble Codes

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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

SERVICE:

Before performing any fault tracing, perform an IHU restart by pressing and holding the “Home” button below the CCD for 20 seconds (see attached Video TJ 36086.mp4).

Once the system restarts, check if normal functionality has returned.

There may be occasions when an IHU restart needs to be done multiple times in order to fully restore IHU functionality.

If the concern is still not resolved after performing an IHU restart, please contact Polestar Technical Support.

Warranty claim info:

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

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” and sub concern area “Support Needed Polestar”, use function group 3900.