Technical Journal

TITLE:			
ICUP, “Searching for GPS” message in DIM / CSD			
REF NO: TJ 36694.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2023-09-25	STATUS DATE: 2023-10-03
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 3	

Rows beginning with * are modified
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Attachment

File Name	File Size
TJ_36694_1.PNG	0.4033 MB

DESCRIPTION:
If the customer experiences a “Searching for GPS” message in the CSD and DIM during startup, while LTE connection is fully established (see attachement TJ_36694_1), then follow the advice under “Service”.

CSD = Center Screen Display

DIM = Driver Infotainment Module

LTE = Long Term Evolution (4G)

CSC Customer Symptom Codes

Code	Description
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
IP	Navigation/Error message on screen

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:
Do not replace any components for this issue.

A temporary fix for this symptom is mentioned in TJ 36086 (Restart IHU via home button).

*The symptom is known and work is ongoing to solve it. An improved IHU software is scheduled for preliminary release 2023 week 47 (November).

This TJ will be updated when the confirmed date is available.

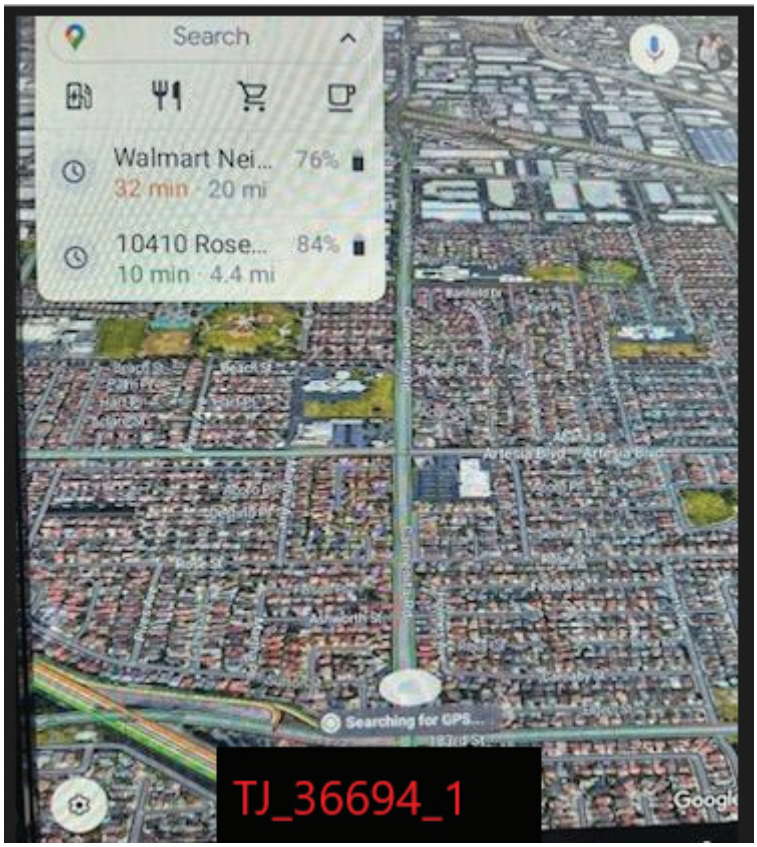
Warranty claim info:
No warranty claim is accepted for a job described in this TJ.

Failing Part: No part replacement accepted

LABOR TIME:
Labor time subject to change without notice.

VEHICLE REPORT:
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 not needed Polestar”, use function group 3900.

To view TJ attachment continue to next page. This TJ has one attachment.


Search
Walmart Nei... 76%
32 min · 20 mi
10410 Rose... 84%
10 min · 4.4 mi
Searching for GPS...
TJ_36694_1