

Technical Journal

TITLE:

Digital Key, intermittent function

REF NO: TJ36604.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 06/13/2023	STATUS DATE: 10/30/2023
FUNC GROUP: 3660	FUNC DESC: Battery, high voltage	Page 1 of 2	

DESCRIPTION:

If the customer complains that the Digital Key (Phone as Key) is not working with any of below symptoms, and no DTC is set, follow advise under "Service".

1. Cannot start the car and DIM message "Key is not recognized". In some occasions the car might start if the phone is relocated to another place inside the cabin.
2. Cannot unlock the trunk, but other doors are possible to unlock.

DIM = Driver Information Module

CSC Customer Symptom Codes

Code	Description
7B	Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt
6S	Locking/unlocking/Phone as key does not work
ER	App/Does not work

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Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2023-2024	19	-	202222-202352

SERVICE:

Do not replace any parts!

A new software improvement for PAKM (Phone as Key Module) is planned to be released in 2023 Q3.

Advise the customer to use the key fob until software solution is available.

*Warranty claim info:

No warranty claim is accepted for this TJ.

LABOR TIME:

0.5

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 3660.