

# Technical Journal

TITLE:

**Google acceptance required for SW 3.0.3**

<b>REF NO:</b> TJ 36930.1.0	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7515 Polestar		<b>ISSUE DATE:</b> 2024-04-17	<b>STATUS DATE:</b> 2024-05-08
<b>FUNC GROUP:</b> 3900	<b>FUNC DESC:</b> Media, navigation and communication	Page 1 of 5	

**Attachment**

File Name	File Size
TJ_36930_1.PNG	0.3585 MB
TJ_36930_2.PNG	0.3853 MB
TJ_36930_3.PNG	0.5488 MB

**DESCRIPTION:**

If the customer experiences “greyed out” Google GAS applications, such as Maps, Assistant, Playstore and YouTube (see attached picture TJ\_36930\_1), and the vehicle has software v3.0.3, please follow the instruction under “Service”.

GTOS = Googles Terms of Service  
 GAS = Google Application Services

**CSC** Customer Symptom Codes

Code	Description
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
IP	Navigation/Error message on screen
2V	Technician information/Software/Vehicle communication/Not for warranty use

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## DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
SRS	B15381B	Intermittent

## 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.

After installing software v3.0.3, the customer must accept the Googles Terms of Service (GTOS) to get all "greyed out" Google applications activated (see attached picture TJ\_36930\_3).

By clicking on any "greyed out" Google application, you will be directed to Google services for acceptance (see attached picture TJ\_36930\_2).

### Warranty claim info:

No warranty claim is accepted for 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 Polestar" and sub concern area "Support not needed Polestar", use function group 3900.

**To view TJ attachments continue to next page. This TJ has three attachments.**





