

## Technical Journal

TITLE:

**SENSUS Software IHU improvements**

<b>REF NO:</b> TJ 36986.1.0	<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> 2024-06-05	<b>STATUS DATE:</b> 2024-06-12
<b>FUNC GROUP:</b> 3900	<b>FUNC DESC:</b> Media, navigation and communication	Page 1 of 2	

**DESCRIPTION:**

If the below IHU symptom (affected Infotainment system is: SENSUS (VDN : RP02 = CADS 4) is reported, please follow the instruction under “Service”.

- Voice control has intermittent periods where it does not function

VDN = Variant Designation Number

CSD = Center Screen Display

IHU = Infotainment Head Unit

DAB = Digital Audio Broadcasting

**CSC** Customer Symptom Codes

Code	Description
32	Infotainment/System reboots
FC	Audio other/Other audio problems
62	Bluetooth/Telephony does not work
9R	Cellular phone/Does not work
DR	Cellular phone/Voice message does not work
II	Cellular phone/Voice control does not work
JZ	Cellular phone/Keypad on center console does not work
EO	Navigation/Does not work
IJ	Navigation/Voice guidance does not work
DP	Radio/Does not work

# Technical Journal 36986.1.0

## DTC Diagnostic Trouble Codes

### Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
232							2020-2022		-	201939-202144

### SERVICE:

Do not replace any components for this issue.

An improved (SENSUS) IHU software was released in VIDA from 2024 week 21.  
Perform a software upgrade according to TJ 35361.

### Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

Note that the TJ number must be stated in the repair order text.

### VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

### 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.