

Technical Journal

TITLE:

Improved 12V battery test in VIDA

REF NO: TJ 37038.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2024-07-11	STATUS DATE: 2024-07-16
FUNC GROUP: 3111	FUNC DESC: Battery, complete	Page 1 of 2	

DESCRIPTION:

The 12V battery test in VIDA has been improved.

The purpose of the improved test is to also be able to check batteries below 11.5V with battery in the vehicle and with a shorter test time. (Follow the instructions in VIDA)

The test will tell if the battery is in a good status and need to be charged or if it ´s defective and need to be replaced (warranty code will be displayed).

During the test the battery is charged with the engine running.

Note: do not disconnect the BMS/battery before the test. This may cause extra/longer test time.

BMS= Battery Monitor Sensor

CSC Customer Symptom Codes

Code	Description
LM	12 V main battery/Dead battery
LN	12 V main battery/Weak or low electrical power

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2020-2099		-	202007-209952

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SERVICE:

Don't charge the battery before the test, jump start the vehicle if needed. Read out the vehicle with VIDA and start the test.

If the battery test fails or if there are any other issues with the test. Create a report and attach all the VIDA diagnosis log files for analysis (%userprofile%\VIDA\PROD\LogFiles\Diagnostics).

Don't forget to fault trace why the battery is discharged.

***Warranty claim info:**

To get warranty claim accepted, the battery code must be included in the repair order text.

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 "Polestar Vehicle Report" and sub concern area "Support not needed Polestar", use function group 3111.

INFORMATION TO NSC:

Make sure that the right VIDA log is attached.