

Technical Journal

TITLE:

Key Fob pairing due to Missing certificates

REF NO: TJ 37040.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2024-07-25	STATUS DATE: 2024-02-12
FUNC GROUP: 3666	FUNC DESC: Access (central looking & remote)	Page 1 of 2	

DESCRIPTION:

If you have a car at the Pre-Delivery Service (PDS) stage and are ready to configure the key fobs, Please follow advice under "Service".

CSC Customer Symptom Codes

Code	Description
2I	Ignition lock/Not all functions will switch off when the ignition key is removed
VZ	Locking/unlocking/Other central locking problems
1J	Remote control/Mechanical problem/Key unit only
XI	Remote control/Does not work

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
TCAM	No DTC	Intermittent

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
359	EA	E400V30					2025-9999		-	0-0
359	EE	E400V7					2025-9999		-	0-0

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SERVICE:

To ensure a successful pairing process for the KeyFob with the wireless phone charger (WPC) in the car, please follow these steps during the Pre-Delivery Service (PDS):

Root cause: Missing Certificate. Note that a necessary certificate for pairing the KeyFob might be missing in the PDS upgrade software, which can prevent successful pairing with the WPC.

Remedy:

1. During PDS:

- Select Vehicle to Normal mode Service function,
- When prompted with “Do you want to pair the KeyFob?” select “No.”
- Perform Pre-Delivery Service (PDS) Upgrade.

2. After Completing PDS:

- Try to pair the Key fob which was skipped in step 2.
- If Key fob pairing fails, perform a TCAM Reload with “YES” option selected on HW Replaced question.
- Try to pair the Key fob in the service function.

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
99944-2	General reimbursement acc.to TJ/QB (4jv

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” and sub concern area “Support not needed”, use function group 3666.