

Technical Journal

TITLE:

PS3 Software download issues, temporary solutions

REF NO: TJ 37066.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2024-09-04	STATUS DATE: 2024-09-11
FUNC GROUP: 3018	FUNC DESC: Software	Page 1 of 5	

Attachment

File Name	File Size
HLCM.JPG	0.9697 MB
VIDA1.jpg	0.0931 MB
VIDA2.jpg	0.1530 MB
VIDA3.jpg	0.0943 MB

DESCRIPTION:

If the software download fails, please follow advice under "Service".

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
2V	Technician information/Software/Vehicle communication/Not for warranty use

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
359							2024-9999		0000001-0999999	202402-999952

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SERVICE:

- #1. If SWDL fails and before you try a second attempt, check so HLCM is responding.
If HLCM is not responding, start the car by depressing brake and make a gearshift and back to P again.
Now the HLCM should respond.
If not, go to point #2.
- #2. If SWDL fails due to Silent mode (picture VIDA1) follow this:
- Check VIUP (PGWM and PGWA) is in default. If not follow “Recover VIUP/D failed SWDL” under point 3 below.
 - Check HLCM and HVBM is in default.
 - a. If it is not responding do a 12V hard reset 10 minutes.
 - b. If it is in programming do a reload.
 - Check HVB SOC is above 2%. If not, charge the HVB.
 - If all above is okay and SWDL still fails due to Silent mode, open the diagnostic sequence “Disconnect main battery” and deactivate and activate HLCM converting and try again.
If issue still remains contact your local helpdesk in TIE.
 - How to do a 12V hard reset:
 - 1. Disconnect HLCM from RMDB (picture HLCM).
 - 2. Disconnect 12V battery.
- #3. If SWDL failed due to VIUP/D is partly installed (picture VIDA2) follow this:
Check if VIUP/D is in programming or not responding.
- a. If VIUP/D is in programming.
 - aa. Do a 12V hard reset 30 minutes.
 - ab. Reload VIUP/D.
 - b. If VIUP/D is not responding.
 - ba. Do a 12V hard reset 30 minutes. (try at least 3 times).
 - bb. If we get VIUP/D in prog do a reload.
 - bc. If VIUP/D is still in not responding contact your local helpdesk.
- #4. If there is a VIDA message “Purchase Failed - StatusCode: 502 ServerCode: 10” (picture VIDA3), make sure that GCCC reload is done with “YES” to new. If still problems, contact your local technical helpdesk in TIE.
- #5. Pairing of key fails. Close and reopen driver door.

Abbreviations:

SWDL = Software Download
VIUP = Vehicle Integration Unit Passenger side
VIUD = Vehicle Integration Unit Driver side
PGWM = Passenger side Gateway Module
PGWA = Passenger side Gateway module A
HLCM = High- to Low-voltage Converter Module
HVBM = High Voltage Battery Module
HVB = High Voltage Battery
SOC = State Of Charge
12V = 12 Volt
RMDB = Rear Main Distribution Box
GCCC = Grid Communication Charging Control

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
99923-2	General Reimbursement acc to TJ

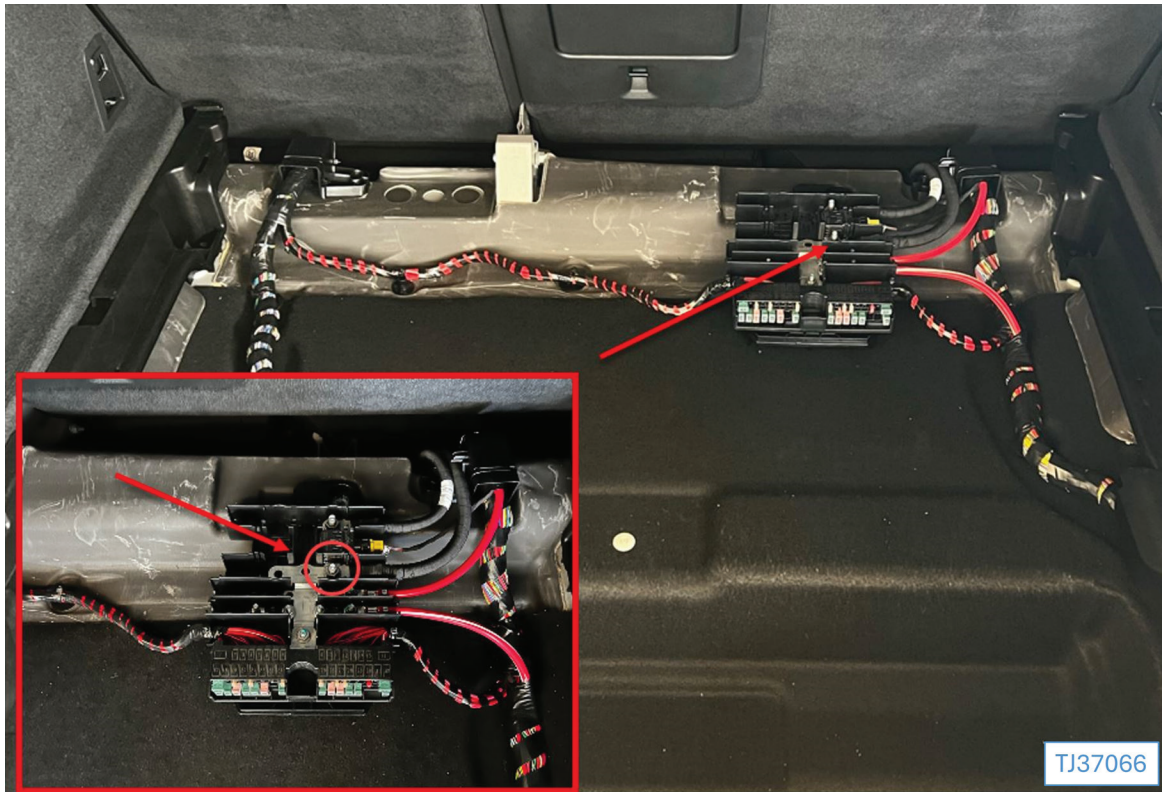
LABOR TIME:


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 needed Polestar", use function group 3018.

To view TJ attachments continue to next page. This TJ has 4 attachments.



 **Vehicle unmodified, precondition not met**
Silent Mode has not been successfully activated or deactivated in HPA.

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OK Cancel



Critical failure

The DGWM is only partly installed! The vehicle should not leave the workshop without proper repair.

It will not help to retry with the same software. It might help to reload the DGWM.

Click OK, to remove the software package and submit a TIE Report.

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OK

Cancel



Purchase Failed

Problem with VIDA Service StatusCode: 502 ServerCode: 10. Please retry later.

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OK