

Technical Journal

TITLE:

Issue connecting Digital Key with SW 3.2.4

REF NO: TJ 37084.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2024-09-12	STATUS DATE: 2024-09-25
FUNC GROUP: 3660	FUNC DESC: Automatic monitoring and control	Page 1 of 2	

DESCRIPTION:

If a customer complains of the Digital Key not being able to connect to the vehicle, with car software 3.2.4, and it is stuck in the “preparing the Digital Key” phase, follow advice under “Service”.

CSC Customer Symptom Codes

Code	Description
6S	Locking/unlocking/Phone as key does not work

DTC Diagnostic Trouble Codes**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-9999		0000001-9999999	201935-999952

SERVICE:

Create a Polestar “Support Needed” Vehicle Report for further support.

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.

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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 3660.

Information to NSC:

Information to Technical Helpdesk team:

1. Send a report to us at central and we will put the car into verify 3.1.9.
2. Then you will need to do a TCAM reload.
3. After TCAM reload pair the digital key.
4. Contact us again and we will put the car back to prod.
5. Upgrade SW with total upgrade.