

Technical Journal

TITLE:
ESM and DTCs

REF NO: TJ 35888.5.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2024-09-11	STATUS DATE: 2024-09-25
FUNC GROUP: 3953	FUNC DESC: Loudspeaker; loudspeaker cables	Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

To support the fault tracing and repair in VIDA, if the below DTC's are set separately or in combination, please follow instructions under "Service".

ESM = Exterior sound module

CSC Customer Symptom Codes

Code	Description
7G	Text window and warning symbol/Yellow symbol and text message
IV	Text window and warning symbol/Text message
14	Exterior artificial sound creation/Does not work
39	Sounds and speakers/Warning and notification sounds not audible
IB	Speakers/Does not work

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
VCU1	U112700	Intermittent
BECM	U007388	Intermittent
ESM	U002888	Intermittent
ESM	B1A0213	Intermittent

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Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2025	19	-	202007-202434

SERVICE:

*Improvements for ESM is introduced in both hardware and software.

Adjustments for hardware was introduced year 2024 week 03 and for above DTCs a new ESM software was introduced year 2024 week 34.

Improved software is available in VIDA from 2024 week 34.

If problem still remains after updates please send in vehicle reports.

Warranty claim info:

*To get 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 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 3953.