

## Technical Journal

TITLE:

**Car unresponsive due to approach feature or unlocking**

<b>REF NO:</b> TJ 37112.1.1	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7515 Polestar		<b>ISSUE DATE:</b> 2024-09-27	<b>STATUS DATE:</b> 2024-10-02
<b>FUNC GROUP:</b> 3666	<b>FUNC DESC:</b> Access (central locking & remote)	Page 1 of 3	

### Attachment

File Name	File Size
Card Placement on Doorhandle.png	0.0280 MB

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

### DESCRIPTION:

If customer is experiencing their car is being unresponsive due to it doesn't wake up at approach or will not unlock, please follow advice under "Service".

### CSC Customer Symptom Codes

Code	Description
VZ	Locking/unlocking/Other central locking problems
XI	Remote control/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
359	EA	E400V30					2024-9999		-	0-0
359	EE	E400V7					2024-9999		-	0-0

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## SERVICE:

If the customer experience that their cars is unresponsive (doesn't wake up at approach or will not unlock), instruct to do the following:

1. Place the NFC key card on the driver's side door handle in the indicated area of the picture and hold it for 5 seconds
2. If step 1 does not work, try unlocking the car through the Polestar app on the cell phone.
3. If step 2 does not wake the car, try:
  - a) Pressing the release cable button next to the charging port of the car and
  - b) Place NFC key cars on the driver side door handle according to step 1 again
4. If step 3 does not work, try:
  - a) Press the button for the tailgate. (Note: do not expect the tailgate to open)
  - b) Place NFC key cars on the driver side door handle according to step 1 again
5. If step 4 does not work, leave the car with the key fob out of range for 25 minutes and try from step 1 again.
6. If none of the above works, leave the car with key fob out of range over night for it to reset. If this does not work, car needs to be towed to workshop

## 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
99924-2	General reimbursement acc.to TJ/QB

## LABOR TIME:

0.4

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 3666.

**To view TJ attachment continue to next page. This TJ has one attachment.**

