

## Technical Journal

TITLE:

**Key Fob pairing due to Missing certificates**

<b>REF NO:</b> TJ 37040.2.0	<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> 2024-08-19	<b>STATUS DATE:</b> 2024-10-02
<b>FUNC GROUP:</b> 3666	<b>FUNC DESC:</b> Access (central locking & remote)	<b>Page 1 of 3</b>	

Rows beginning with \* are modified

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

### DESCRIPTION:

\* Op number updated

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".

\* Note that the key fob is not programmed at the factory and must be paired at the time of PDS.

### 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					2024-9999		-	0-0
359	EE	E400V7					2024-9999		-	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):

**\*Ensure the key fob is fully charge prior to vehicle handover! Use a separate Qi charger; not the WPC in the car, for a minimum of 60 minutes. The key fob should be charged every 3-4 weeks. Note that the WPC will default to Off at each new driving cycle. The Polestar logo must be facing up when charging on the WPC.**

**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.

## \*After Keys are programmed- Test the functionality of the locking / unlocking:

1. Two Near Field Connectivity (NFC) key cards can unlock and lock the car by tapping the door handle.  
The card reader is ~50 x 35 mm (2" x 1-3/8"). This card must sit on the WPC to start the vehicle.
2. One Ultra-wideband (UWB) key: Zone-based approach feature to unlock the car. Unlocks on approach and can stay in driver's pocket to start the car.
3. Digital key is unavailable at launch.
4. Remote unlock/lock function via Polestar App.
5. From inside the car via Centre Display or door panel.

## \*Notes:

- Keyless function may be disrupted if smartphone and key are kept in the same pocket.
- In the unlikely event that the UWB key has a flat battery or signal interference, you can place it on the Wireless Phone Charger which also has an NFC key reader.
- Avoid storing cards with NFC near the card reader when using the charging function. Wireless charging can damage them.
- Highlight the possibility of turning off the approach lock/unlock feature. Go to → Settings → Controls → Locking → Lock/unlock feedback.

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**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 (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 Polestar" and sub concern area "Support not needed Polestar", use function group 3666.