

Technical Journal

TITLE:

Vehicle unresponsive

REF NO: TJ 37119.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2024-10-10	STATUS DATE: 2024-10-22
FUNC GROUP: 8344	FUNC DESC: Handle, outer for side door	Page 1 of 2	

DESCRIPTION:

If the vehicle is unresponsive (doesn't wake up at approach or will not unlock by pressing handle sensor), please follow advice under "Service".

CSC Customer Symptom Codes

Code	Description
VZ	Locking/unlocking/Other central locking problems

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
359							2025-9999		-	202402-999952

SERVICE:

Do not perform a 12V reset until you have followed the steps in correct order.

1. Place the NFC key card on the driver's side door handle and hold for 5 seconds.
Repeat this process at least three times, allowing a 10-second interval between each attempt.
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 work, measure the 12V battery. If it's below 8V, charge the battery and repeat step 1.
4. If step 3 does not work, try the following steps:
 - a) Pressing the release cable button next to the charging port of the car and
 - b) Place the NFC key card on the driver side door handle according to step 1 again

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5. If step 4 does not work, try the following steps:
 - a) Press the button for the tailgate. (Note: do not expect the tailgate to open)
 - b) Place the NFC key card on the driver side door handle according to step 1.
 - c) Repeat step 5 at least 3 times
6. If none of the steps above solves the issue, check diagnostics if any nodes are not responding (especially LPC, DDM, NFCA). Then perform a 12V power reset.

Please specify which steps above helped to recover the functionality. If step 6, specify which ECU was not responding.

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
99921-2	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 not needed Polestar", use function group 8344.