

Technical Journal

TITLE:

Seat comfort functions unavailable after SW update

REF NO: TJ 37117.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2024-10-22	STATUS DATE: 2024-10-28
FUNC GROUP: 8528	FUNC DESC: Software	Page 1 of 3	

Attachment

File Name	File Size
TJ_37117_1.jpeg	0.1636 MB

DESCRIPTION:

If seat comfort functions such as seat massage, lumbar support, side support are not working after a Software download (to any module) or if the vehicle is subjected to programming mode and below DTC's are set (one or both), please follow advice under "Service".

SW= Software

CSC Customer Symptom Codes

Code	Description
TM	Front seat/Power seat adjustment/folding does not work
UO	Front seat/Automatic adjustment (memory) does not work

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
PSMD	U134987	Permanent
PSMP	U134987	Permanent

Vehicle Type

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

Technical Journal 37117.1.0

SERVICE:

Perform a reset in VIDA, following the instructions provided in the attached file TJ_37117_1.jpeg. This process should enable the seat comfort functions.

A permanent solution for this issue is expected for release in the year 2024 quarter 4.

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
36001-2	Diagnostic trouble codes read / reset / known Diagnostic trouble codes with VIDA

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 8528.

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

VIDA

Home EX90, 2025, E409VJ3, 1EDT AWD X

Planning & Diagnostics Software Installation Information Service Journals

Model/Year/Chassis: EX90, 2025, 000237

Customer Name:

Connection: Virtual #3

14.3 V / Convenience

Software Installation

Available Installations Order History Order for Independent Dealers

Work List Upgrades Hardware Changes Function Changes All

Description Part Number Size (kB) AW

No software information found.

Advanced Test

Control unit connection

Existing ECUs All ECUs

Click on the "Enable Programming Mode" to test communication with control unit

Name	Mode
ADPU	Default
AUD	Default
BBS	Default
BCMA	Default
BPD	Default
BTLL	Default
BTLR	Default
CCMB	Default
CRSM	Default
CSD	Default
DDM	Default
DGWA	Default
DGWM	Default
DHUIH	Default
DHUM	Default
FGWA	Default
FGWM	Default
FIOC	Default
FLL	Default
FLR	Default

Enable Programming Mode Reset

Hardware No.: Serial No.:

VIN Reading

Read VIN

PIE Connection

Test PIE Connection

2 Advanced Test

3