

Technical Journal

TITLE:

Parking climate timer intermittently not active

REF NO: TJ 37121.1.0	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: 8763	FUNC DESC: Timer	Page 1 of 2	

DESCRIPTION:

If customer complains that the pre-set timers are not executed when using either the Polestar mobile app or via CSD, follow advice under "Service".

CSD = Center stack Display

CSC Customer Symptom Codes

Code	Description
TN	Temperature control/Heater 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							2025-9999		-	202402-999952

SERVICE:

If the symptom is confirmed, please advise the customer to start preconditioning manually as needed from the app.

Preliminary solution for this will be available year 2024 quarter 4.

Warranty claim info:

No warranty claim is accepted for this TJ.

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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 8763.