

Technical Journal

TITLE:

Seat Settings Unavailable

REF NO: TJ 37079.1.0	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: 8526	FUNC DESC: Adjustment device, assembly parts	Page 1 of 2	

DESCRIPTION:

If seat adjustments are unavailable, see symptoms below, follow advice under “Service”.

Symptoms:

- No response from the seat, when adjustments are made with the Seat Control Knob
- Operation of seat control knob, does not bring up seat menu on the user interface screen.
- Automatic seat adjustment does not activate when switching driver profiles.

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
ZU	Front seat/Manual seat adjustment/folding 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:

Inspect PSMD/PSMP electrical connections for any damages or loose connectors. After visual inspection, try unplugging and re-plugging the PSMD/PSMP connectors.

If problem still occurs, replace PSMD or PSMP.

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Note: After the replacement of either module, it is important to calibrate the seats according to VIDA.

PSMD: Power Seat Module Driver

PSMP: Power Seat Module Passenger

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 4 JV
96158-3	Troubleshooting instrumentation: KT

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 8526.