

# Technical Journal

TITLE:

**HLCM in Fail-Safe Mode**

<b>REF NO:</b> TJ 37206.2.0	<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> 2024-12-12	<b>STATUS DATE:</b> 2025-01-10
<b>FUNC GROUP:</b> 3229	<b>FUNC DESC:</b> Miscellaneous	<b>Page 1 of 3</b>	

**Attachment**

File Name	File Size
TJ_37206_1.pdf	0.1706 MB

**DESCRIPTION:**

If the vehicle doesn't start it might be because the HLCM has fail-safe mode activated. Please follow the advice under "Service".

HLCM (High to Low voltage Converter Module)

**CSC** Customer Symptom Codes

Code	Description
7B	Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt

**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

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## SERVICE:

The HLCM might have set a fail-safe flag. There is a script in VIDA where you can see if the fail-safe flag is active and recover the fail-safe flag if it 's active.

Follow the steps in PDF "TJ\_37206\_1" to check and recover the fail-safe flag. If the fail-safe flag is still active after step 8 in the PDF "TJ\_37206\_1" the HLCM needs to be replaced.

## Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated below.

Note that the TJ number must be stated in the repair order text.

## VST Operation Number

VST Operation Number	Description
36050-2	Calibrating/Identifying 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 the concern area "Vehicle Report Polestar" and the sub-concern area "Support Needed Polestar", use function group 3229.

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

## TJ 37206

1: Software Installation Information Service Journals

2: Diagnosics

3: ECUs

4: High-to Low-voltage Converter Module (HLCM)

5: Recovering HLCM from fail safe mode

ID	Name
4/903	Grid Communication Charging Control (GCCC)
4/904	Grid to High-voltage Converter A (GHCA)
4/700	Hands-Off Detection module (HOD)
4/112	Headlamp Control Module Left (HCML)
4/113	Headlamp Control Module Right (HCMR)
4/563	High-to Low-voltage Converter Module (HLCM)
4/569	High-Integrity CPU A (HIA)
4/569	High-Integrity CPU B (HIB)
4/569	High-Performance CPU A (HPA)
4/562	High-Voltage Battery Module (HVBM)
4/378	Inverter High-voltage Front Axle (HFA)
4/584	Inverter High-voltage Rear Axle (HRA)
4/572	Low-Power Controller (LPC)
4/569	Low-Power CPU A (LPA)
4/560	Near Field Communication module A (NFCA)

## TJ 37206

Recovering HLCM from fail safe mode

With this tool the High- to Low-voltage Converter Module (HLCM) can be recovered from fail safe mode.

HLCM - Fail safe, status Active

The HLCM is in fail safe mode.

Instructions

1. Click the button "Recover".

Note! The recovering procedure will take less than 30 seconds to complete.

HLCM - Recovering process, status Not started

Recover 00:00:00

HLCM - Fail safe, status

6: Recover

Recovering HLCM from fail safe mode

With this tool the High- to Low-voltage Converter Module (HLCM) can be recovered from fail safe mode.

HLCM - Fail safe, status Active

The HLCM is in fail safe mode.

Instructions

1. Click the button "Recover".

Note! The recovering procedure will take less than 30 seconds to complete.

HLCM - Recovering process, status Completed

Recover 00:00:07

HLCM - Fail safe, status Inactive

7: Recover

Recovering HLCM from fail safe mode

With this tool the High- to Low-voltage Converter Module (HLCM) can be recovered from fail safe mode.

HLCM - Fail safe, status Active

The HLCM is in fail safe mode.

Instructions

1. Click the button "Recover".

Note! The recovering procedure will take less than 30 seconds to complete.

HLCM - Recovering process, status Completed

Recover 00:00:07

HLCM - Fail safe, status Active

8: Recover