

Technical Journal

TITLE:

Digital Key can't be connected with SW 3.2.4

REF NO: TJ 37084.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-02-10	STATUS DATE: 2025-02-17
FUNC GROUP: 3660	FUNC DESC: Automatic monitoring and control	Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

*If the customer experiences an issue where Digital Key can't be connected to the vehicle with car software 3.2.4 or newer (up to 3.3.18), and it is stuck during "preparing the Digital Key" phase, follow the advice under "Service".

CSC Customer Symptom Codes

Code	Description
6S	Locking/unlocking/Phone as key 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
534							2021-2025		-	201935-202506

SERVICE:

- * 1. Perform a software upgrade according to TJ 35361.
- * 2. Pair the Digital Key to the vehicle.

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.

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VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

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 needed Polestar", use function group 3660.