

Technical Journal

TITLE:

Key Fob (tag) not charging / pairing with WPC

REF NO: TJ 37039.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-02-05	STATUS DATE: 2025-02-26
FUNC GROUP: 3666	FUNC DESC: access (central looking & remote)	Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

If you have a vehicle reported with a complaint, where the Key fob is not charging / Pairing in WPC, follow advice under "Service".

CSC Customer Symptom Codes

Code	Description
2I	Ignition lock/Not all functions will switch off when the ignition key is removed
VZ	Locking/unlocking/Other central locking problems
1J	Remote control/Mechanical problem/Key unit only
XI	Remote control/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	EA	E400V30					2024-9999		-	202402-999952
359	EE	E400V7					2024-9999		-	202402-999952

SERVICE:

If KeyFob (tag) is not pairing or charging with WPC, it might be due to compatibility issues rather than a fault with either device. To resolve this situation, please follow the detailed steps below.

Technical Journal 37039.2.0

- * 1. Perform a TCAM Reload with “YES” option selected on HW Replaced question. Once done, try pairing the Keyfobs, If Keyfob (tag) pairing still fails, move to step 2.
2. Try pairing / charging upto 3 different alternative keyfobs (tags). Ideally, the pairing or charging should succeed with the first or second alternative key fob. If it still doesn't work after trying three different keyfobs (tags), proceed to the next step.
3. Replace the WPC in the car. After replacing it, try Step 1. If this still does not resolve the issue, proceed to the next step.
4. Prepare an external Qi table charger or a portable power bank with an integrated Qi charger, have it readily available.
5. Place the keyfob (tag) on the WPC in the vehicle.
6. Initiate the pairing process.
7. Wait for 20 seconds to allow the NFC pairing to complete.
8. Quickly move the keyfob (tag) to an external Qi charger.
9. BLE pairing will now begin. Keep the keyfob (tag) on the external Qi charger until the VIDA script confirms that the pairing is complete.
10. Ensure the keyfob (tag) is fully charged before handing it over to the customer. (check charge level in CSD)

Note:

- If the last resort is used (step 4 onward), the key fob will lose its WPC charging functionality, and only home charging via an external Qi charger will be possible.
- New keyfob (tag) hardware became available 2024w50.
- Key fobs (tags) that do not pair or charge with the current Wireless Power Charger can still be used with a different car. Therefore, do not discard these key fobs (tags).

WPC - Wireless Power Charger

NFC - Near Field Communication

BLE - Bluetooth Low Energy

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
99922-2	General Reimbursement acc. to QB/TJ
36953-2	Wireless Phone Charger (WPC) replace

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 3666.