

Technical Journal

TITLE:

PS3 Digital Key Troubleshooting Steps

| | | | |
|--------------------------------|------------------------------------------|-----------------------------------------|----------------------------|
| REF NO: TJ 37329.1.1 | ISSUING DEPARTMENT: Technical Service | CAR MARKET: United States and Canada | |
| PARTNER: 3 US 7515 Polestar | | ISSUE DATE: 2025-03-13 | STATUS DATE: 2025-03-18 |
| FUNC GROUP: 3979 | FUNC DESC: Miscellaneous | Page 1 of 2 | |

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

If needing assistance with resolving digital key issues related to Polestar 3, follow the steps under "Service."

The use of each step and order they are used in will vary depending on your unique situation.

NOTE: When reloading the PAK module by performing a TCAM reload with VIDA, it is expected that you will lose the Digital Key configuration. All remote keys will need to be reprogrammed afterward as well.

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 |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 359 | | | | | | | 2025-9999 | | - | 0-0 |

Technical Journal 37329.1.1

SERVICE:

Digital Key Requirements

- iPhone 11 or newer with a mobile internet connection and Bluetooth enabled
- Vehicle software 1.1.14 or newer, with vehicle powered on and in park
- For Android devices (Google or Samsung) Digital Key works if the vehicle software level is 1.2.6 or later

Troubleshooting Digital Key Setup

Use these steps if you are having trouble setting up the primary digital key

- Make sure that the Polestar ID provisioned in VIDA matches the Polestar ID the customer is signing into when prompted by the phone's wallet
- Make sure you are logged into the Owner's profile in the center screen
- Perform "Play button restart" by holding down the play button on the PS3 for 30 seconds
- Shutdown and power up the phone
- Make sure the iPhone is on the most recent version of iOS
- Perform PAK Module restart by tapping the lock/unlock indent on any door handle five times with one second between each tap
- Perform DHU factory reset under System -> Reset
- In VIDA, perform an end ownership, then reprovision to the customer's Polestar ID
- Perform 12V disconnection (Follow VIDA process)

Troubleshooting Digital Key After Successful Configuration

Use these steps if digital key was successfully configured but is no longer working as expected

- Perform "Play button restart" by holding down the play button in the PS3 for 30 seconds.
- Shutdown and power up the phone
- Make sure the iPhone is on the most recent version of iOS
- Perform PAK Module restart by tapping the lock/unlock indent on any door handle five times with one second between each tap
- Perform 12V disconnect (Follow VIDA process)
- Performing a TCAM reload in VIDA, or replacing a TCAM will remove the digital key owner and their shared keys (Performing a TCA reload will not affect digital key)

Warranty claim info:

No warranty claim is accepted for this TJ.

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" and sub concern area "Support not needed", use function group 3979.