

Technical Journal

TITLE:

Digital Key, Activation Fails

REF NO: TJ 37391.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-05-15	STATUS DATE: 2025-05-19
FUNC GROUP: 3660	FUNC DESC: Automatic monitoring and control	Page 1 of 2	

DESCRIPTION:

If activation problem occurs, follow the advice under "Service".

Polestar Digital Key is available on both iOS and Android systems.

Passive entry requires an UWB compatible phone device.

UWB = Ultra-wideband

CSD = Center Stack Display

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							2023-9999		-	202402-999952

SERVICE:

1. Open VIDA application and go to Volvo Cars/Polestar App "Set up" page.
2. The Polestar ID assigned as the "Owner" should be the first one Digital Key to be paired.
3. Check if the correct Polestar ID is filled in and the "Provision Status" is successful or empty. If it is empty, click on "Setup" - This will then provision the car successfully to activate all "Connected Services", then Digital Key pairing can be completed.

Technical Journal 37391.1.0

4. Check if the Polestar app remote functions is working.
If the remote functions not working, then check if the certificates status is OK in VIDA- Diagnostics- Overview - Remote Services - Connectivity - Cloud.
If VIDA indicate problem with the certificate then perform a “Change market certificate” according to VIDA. Note! Paired Key Fob needs to be paired again after the reload.
5. Ensure the car is awake, parked outside in an area with good mobile network coverage.
6. Ensure customer OS device is running the latest OS version, has good internet connection and Bluetooth enabled.
7. Start the preferred Digital Key activation process, either via SMS or email invitation link or via the vehicle CSD settings.

Troubleshooting:

- Turn the phone Bluetooth off, wait 30 seconds and turn back again.
- Perform PAK (Phone as key) reset by tap the thumb edge sensor on the door handle right side, where you usually lock the car, five times.
Make sure there is a gap of at least on second between each tap.
Complete all five taps within a 10-second window. To help you time it correctly, count “one thousand one, one thousand two” and so on.

Note, if the phone device is a company device it may have restrictions, check with a similar phone without restrictions to verify there is no problem with the device.

When the Digital Key is successfully activated verify the functionality is working as intended, as approach with lock/unlock and start vehicle both with UWB and NFC function.

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
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.