

Technical Journal

TITLE:

Unable to Unlock the Car via Keyfob or NFC

REF NO: TJ 37280.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-07-03	STATUS DATE: 2025-07-18
FUNC GROUP: 3666	FUNC DESC: Access (central looking & remote)	Page 1 of 2	

DESCRIPTION:

If vehicles displays issues while unlocking via Keyfob or NFC card, 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
814							2024-2025		-	202346-202516
814							2024-2026		-	202346-202516
814							2024-2026		-	202346-202516

SERVICE:

1. Remove and install the fuse of VGM to see if it solves the issue. If not, proceed to step 2.
2. Disconnect the 12V battery to see if this resolves the issue. If not, proceed to step 3.
3. Replace VGM.

VGM - Vehicle Gateway Module.

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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
39752-2	Vehicle Gateway Module (VGM) 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 needed Polestar", use function group 3666.