

Technical Journal

TITLE:

PS No Start After Failed OTA Installation

REF NO: TJ 37431.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-07-10	STATUS DATE: 2025-07-18
FUNC GROUP: 3723	FUNC DESC: Electric distribution box; electric dist	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:

*Recipients updated.

If the customer experiences no start after an attempted OTA installation, it can be because the CEM is still in "OTA mode", follow advise under "Service".

List of abbreviations:

CEM - Central Electronic Module

OTA - Over The Air

SP - Software Product

CSC Customer Symptom Codes

Code	Description
7B	Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt
BE	Starting/Engine does not start/Engine does not turn/Unsure when/at all times
BF	Starting/Engine does not start/Engine does not turn/Clicking sound at start attempt

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
814							2024-2099		-	202344-209952

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SERVICE:

Do not replace any parts.

To recover the CEM, download SP 80026889, "OTA RESTORE".

After this has been installed, confirm that the car can now be started and driven.

*Ensure that the car has the latest software by following TJ-35361.

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" and sub concern area "Support needed", use function group 3723.