

## Technical Journal

TITLE:

**Software download issue to HUD (Polestar)**

|                                       |   |  |                                   |
|---------------------------------------|---|--|-----------------------------------|
| <b>REF NO:</b><br>TJ 37455.1.0        | <b>ISSUING DEPARTMENT:</b><br>Technical Service | <b>CAR MARKET:</b><br>United States and Canada |                                   |
| <b>PARTNER:</b><br>3 US 7515 Polestar |   | <b>ISSUE DATE:</b><br>2025-07-28               | <b>STATUS DATE:</b><br>2025-08-05 |
| <b>FUNC GROUP:</b><br>3651            | <b>FUNC DESC:</b><br>Electronic control unit    | <b>Page 1 of 2</b>                             |                                   |

**DESCRIPTION:**

If there is a need to perform a HUD Reload, follow the advice under “Service”.

**CSC** Customer Symptom Codes

| Code | Description  |
|------|--|
| 1Z   | Service/repair/Software update failed                                      |
| KD   | Head Up Display HUD/Does not work  |
| 2V   | Technician information/Software/Vehicle communication/Not for warranty use |

**DTC** Diagnostic Trouble Codes

**Vehicle Type**

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 359  |     |          |       |      |      |       | 2024-9999  |       | -             | 202402-999952    |

**SERVICE:**

**Do not perform an HUD Reload.**

HUD Reload has been removed from the Software Installation menu in VIDA.

If the HUD has been replaced and software needs to be installed, please create a Nebula report, and these need to be handled manually.

**Abbreviations:**

HUD - Heads up display

# Technical Journal 37455.1.0

**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 TIE Report to get assistance. Use concern area "Vehicle Report Polestar" and sub concern area "Support needed Polestar", use function group 3651.

**Information to NSC:**

Please contact Central Technical Support for further guidance.