

Technical Journal

TITLE:

PS Critical Guidelines for Replacing IHU

REF NO: TJ 37441.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-07-22	STATUS DATE: 2025-08-05
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 2	

DESCRIPTION:

If the IHU has been replaced with any of the following part numbers stated below, and the car is equipped with WAM, follow the advice under "Service".

HW 32413644/36013466

HW 32413645/36013467

HW 32413646/36013468

HW 32413647/36013469

CSC Customer Symptom Codes

Code	Description
DP	Radio/Does not work
3L	Technician information/Repair information/Not for warranty use
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
534							2021-2025		-	200007-202516

Technical Journal 37441.1.0

SERVICE:

After replacing the IHU with one of the part numbers listed above, follow the steps below:

1. Download IHU reload (select Yes for replaced HW)
2. Perform a Total Upgrade
3. Manually order and download SP 32303725.

WAM - Wide-Angle Vision Module

IHU - Infotainment Head Unit

HW - Hardware

SP - Software Product

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
36002-2	Software control module downloading

LABOR TIME:

Labor time subject to change without notice.

VEHICLE REPORT:

Yes, please submit a Vehicle Report Polestar if the service solution described in this TJ has no effect. Use concern area "Vehicle Report Polestar" and sub concern area "Support not needed", use function group 3900.