

Technical Journal

TITLE:

PS3 - Failed SWDL Causing Invalid Certificates

REF NO: TJ 37477.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-08-21	STATUS DATE: 2025-09-23
FUNC GROUP: 3975	FUNC DESC: Mobile data services, general	Page 1 of 3	

Attachment

File Name	File Size
TJ_37477_1.jpg	0.0981 MB

DESCRIPTION:

If SWDL fails for any reason, it may result in the vehicle having invalid certificates. In such cases, follow the advice under "Service".

SWDL = Software Download

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
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

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SERVICE:

If a Total Upgrade, PDS, or TCAM reload fails on any ECU, the TCAM may end up with invalid certificates.

To ensure proper functionality after successfully recovering the car with a new software download, follow these steps to verify certificate validity:

1. Disconnect the OBD cable from the vehicle.
2. Open VIDA and navigate to:
Diagnostics → Remote Services → Cloud → Last Connection Attempts
3. Check the timestamp of the latest connection attempt to confirm that a new attempt has been made after the recovery.
4. Verify certificate status: Ensure the vehicle is still communicating using valid certificates.
5. If invalid certificates are detected, follow VIDA's recommendation and install the "Change Market Certificates" software product to restore proper communication.

Refer to the attached image TJ_37477_1.jpg for visual guidance.

Abbreviations:

SWDL: Software Download

TCAM: Telematics and Connectivity Antenna Module

ECU: Electronic Control Unit

PDS: Pre Delivery Service

OBD: On Board Diagnostic System

PS3: Polestar 3

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 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 3975.




To view TJ attachment continue to next page. This TJ has one attachment.

Overview > Remote Services > Connectivity > Cloud

Refresh

Cloud

Latest connection attempts Certificate status in Cloud.

Date	ECU & Certificate		
2025-08-19 08:27:33	DH1		
 2025-08-19 08:28:09	TCAM - Cloud connectivity		
 Issue found: invalid certificate Action Required: Order and install "Change market certificate"			
Status	Issue Date	Expiration Date	Serial Number
Invalid	2025-02-02 00:20:34	2060-02-03 00:20:34	1855021f15c8446a

Overview > Remote Services > Connectivity > Cloud

Refresh

Cloud

Latest connection attempts Certificate status in Cloud.

Date	ECU & Certificate	
2025-08-18 17:22:18	DH1	
2025-08-19 09:30:05	TCAM - Cloud connectivity	

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