

Technical Journal

TITLE:

IHU - Software Download Failure

REF NO: TJ 37439.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE:	STATUS DATE: 2025-10-21
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 3	

Attachment

File Name	File Size
TJ_37439_1.png	0.3634 MB

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

If during a Software Download (SWDL) at the workshop, and connected to VIDA, the CSD (Center Stack Display) turns black and the IHU (Infotainment Head Unit) becomes stuck in programming mode or is unresponsive, follow the advice under “Service”.

This TJ concerns ICUP vehicles / Vehicles with Variant Designation Number (VDN) Code RP03.

CSC Customer Symptom Codes

Code	Description
ZY	Electrical system/Component electrical system wrong installation/missing
1Z	Service/repair/Software update failed
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
YF	Graphic information display/Wholly or partly dimmed
DO	Audio other/Audio unit (complete) does not work
XD	Audio other/Audio unit display does not work
DP	Radio/Does not work
52	Remote update/Does not work
IM	Video other/Front screen, poor image quality/no image

DTC Diagnostic Trouble Codes

Technical Journal 37439.2.0

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2025		-	202007-202446

SERVICE:

MY2021-2025 vehicles:

1. Purchase Software Product (SP):32301789
2. Download the software package.
3. Now IHU and CSD should be recovered.

If the IHU and CSD do not wake up to default session, then send a TIE report "Support Needed" for assistance to recover the IHU. Attach the VIDA vehicle communication logs that contain the software download.

***Note!** If you experience the described SWDL failure on a MY2021-2025 vehicle after installing any of the below IHU part numbers (hardware), **do not** download any of the SPs referenced in this TJ. Instead, please send a TIE report "Support Needed" for assistance.

HW 32413644/36013466

HW 32413645/36013467

HW 32413646/36013468

HW 32413647/36013469

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OPnumber stated in this TJ.

Note that the TJ number must be stated in the repair order text.

*The SP software is free of charge and cannot be claimed.

VST Operation Number

VST Operation Number	Description
99922-2	General Reimbursement acc to 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 3900.

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

Advanced Test

Available Installations

Order History

Order for Independent Dealership

Work List

Upgrades

Hardware Changes

Function Changes

All

Manual Order

Ordered

Description	Part Number	Size (kB)	Average Installation Time (m.)
*total upgrade	31676056	464091	8
Pds upgrade	31676059	464091	8
Service 2.0 upgrade	31676057	464091	8
Volvo selekt upgrade	31676060	464091	8

Software Product Script Details

SW p/n: 31687087AA, ECU: IHU, Address: 1201

SW p/n: 31687087AA, ECU: CEM, Address: 1A01

SW p/n: 31687087AA, ECU: IHU, Address: 1201

SW p/n: 31687087AA, ECU: IHU, Address: 1201

SW p/n: 31687087AA, ECU: IHU, Address: 1201

SW p/n: 31687087AA, ECU: IHU, Address: 1201

SW p/n: 31687087AA, ECU: IHU, Address: 1201

SW p/n: 31687087AA, ECU: IHU, Address: 1201

SW p/n: 31687087AA, ECU: IHU, Address: 1201

SW p/n: 31687087AA, ECU: CEM, Address: 1A01

Order ID: 31687087AA-1A01

Order expires in: 30 days

must be able to manage the power supply while installation is in progress.

terminal power source is connected to the vehicle to guarantee the power supply and voltage level

installation sequence.

1 cable from the power source to the chassis of the vehicle, and not directly to the battery.

1 location tool connected until VIDA gives information that installation of the software is finished.

Affected ECUs:

CEM, IHU

An invoice will be created when Install has been selected.

It will be possible to order and install the same software to the same vehicle within 24 hours without getting an additional invoice.

Cancel

Install

View Details

TJ 37439

2025-10-21

Page 3 of 3