

Technical Journal

TITLE:

PS - PAK Software Download Fails

REF NO: TJ 37520.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-10-24	STATUS DATE: 2025-10-30
FUNC GROUP: 3978	FUNC DESC: Software	Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

*If VIDA shows message “A problem was detected with PAK and its UWB antennas...” during pre-installation of software download to PAK module, or if software download to PAK module fails and gets stuck in programming session, follow advice under “Service”.

PAK = Phone As Key

*UWB = Ultra Wide Band

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed

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:

- *1. If VIDA shows message “A problem was detected with PAK and its UWB antennas...”:
This means that there is a communication fault with one or more of the UWB antennas.
This will prevent SW download and the antennas/wiring needs to be faulttraced. Use the DTC’s set in PAK to identify the failing UWB antenna circuit.

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*2. If QB 1063 has been performed and it shows problem with one or more of the UWB antennas, use the DTC's set in PAK to identify the failing UWB antenna circuit.

*3. If software download to PAK module fails and gets stuck in programming session either after VIDA or OTA SW download:

Do not replace the TCAM for this issue, as it will not resolve the problem. The root cause is likely a communication fault with one or more of the UWB antennas.

Please proceed as follows:

Create a TIE report using the template, "Vehicle Report Polestar" and "Support Needed Polestar". Include the VIDA Diagnostics/Vehicle communication logs in the report. These logs are essential for identifying which UWB antenna is causing the issue.

Note: If the Software Download to the PAK fails due to issues with a UWB antenna or its cable, the PAK will not boot into the default session even after the antenna issue has been resolved.

To recover:

Perform another software download attempt after fixing the UWB antenna or cable issue.

If the software download completes successfully, the PAK will then boot into the default session as expected.

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.

Please note that fault tracing is not eligible for separate reimbursement under this TJ. Any fault tracing VST operation numbers will be rejected.

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

VST Operation Number

VST Operation Number	Description
98801-2	Reimbursment acc. 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 3978.

Information to NSC:

It is also possible to see in DRO if there was any UWB antenna DTC's in PAK before the SWDL was started.