

Technical Journal

TITLE:

PS No Phone Sound During Phone Call

REF NO: TJ 37567.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-11-06	STATUS DATE: 2025-11-07
FUNC GROUP: 3942	FUNC DESC: Mobile telephone	Page 1 of 2	

DESCRIPTION:

If a customer reports **no sound during phone calls** between the car and the landside while using Bluetooth or Apple CarPlay, please follow the instructions under “**Service**”.

Note: Complaints about poor or degraded sound quality are not covered by this Technical Journal (TJ) and must be reported separately via a Nebula report.

CSC Customer Symptom Codes

Code	Description
DO	Audio other/Audio unit (complete) does not work
FC	Audio other/Other audio problems
62	Bluetooth/Telephony does not work
7J	Cellular phone/Other party cannot be heard/Handsfree
7M	Cellular phone/Other party cannot hear/Handsfree
FZ	Cellular phone/Other party cannot be heard/Unsure when/at all times
HM	Cellular phone/Other party cannot hear/Unsure when/at all times
II	Cellular phone/Voice control does not work

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

Technical Journal 37567.1.0

SERVICE:

DO NOT replace any parts due to No Phone Sound issue.

Partial improvements and extended diagnostic collections have been introduced in software release (1.4.12 SW). Please perform a software upgrade according to TJ 35361. If any issues remain after the upgrade, report them so we can collect logs and Nebula reports for further analysis.

If the problem still remains ask the customer to provide as many details as possible prior to the occasion:

- How was the phone call made or accepted, through the phone or the center stack display?
- Does the issue occur when calling via Bluetooth or Apple CarPlay (or both)?
- Was there phone sound on the driver's side (i.e., could the driver hear the counterpart)?
- Was there phone sound on the land side (i.e., could the counterpart hear the driver)?
- Does the voice assistant work when the issue is present? **If not, please describe how it fails?**
- What phone model and phone OS are used?
- Has the customer experienced any Bluetooth connection problems prior to the phone call?
- Did the issue occur when entering the car with an active phone call, or did it happen during driving?
- What was done to rectify the issue?

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	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 not needed Polestar", use function group 3942.