

Technical Journal

TITLE:

PS - PAK Software Download Fails

REF NO: TJ 37520.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-11-06	STATUS DATE: 2025-11-10
FUNC GROUP: 3978	FUNC DESC: Software	Page 1 of 4	

Rows beginning with * are modified

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

Attachment

File Name	File Size
TJ_37520_1.JPG	0.0780 MB

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

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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 software download and the antennas/wiring needs to be faulttraced. Use the DTC’s set in PAK to identify the failing UWB antenna circuit or use the antenna test in VIDA, see attachment TJ_37520_1.JPG.

- *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 or use the antenna test in VIDA, see attachment TJ_37520_1.JPG.

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
98818-3	Calibration/activation 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 3978.

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

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The screenshot displays the VIDIA diagnostic software interface. At the top, the 'VIDIA' logo is visible. Below it, a navigation bar includes 'Home', 'EX90, 2018-2019, 1EDT AWD', and 'Planning & Diagnostics'. The main area shows a vehicle icon, VIN, and battery status (Front 12.6 V / 87%, Rear 14.5 V / 100%). A left sidebar lists various diagnostic categories, with 'Diagnosics' and 'Components' highlighted. The central panel shows a table of ECUs with columns for ID and Name. The 'Phone As Key unit (PAK)' is selected. The right panel shows 'Diagnostic Sequences' with 'System self-test_antennas' highlighted. Red circles 1 through 7 mark specific UI elements.

VIDIA

Home EX90, 2018-2019, 1EDT AWD

Planning & Diagnostics Software Installation Information Service Journals

Front 12.6 V / 87% Rear 14.5 V / 100%

Movable Virtual #3

Lists

- Planning
- Customer Symptom Codes
- Claim Types
- Technical Journals
- Service Programs
- Operations and Packages
- Parts
- Software
- Diagnosics
- Components
- Service Functions
- Events

ECUs: Sensors & Actuators Cable harnesses Connectors

ID	Name
4/567	Passenger side Gateway Module (PGWM)
4/567	Passenger side Gateway module A (PGWA)
4/573	Passenger side Power Distribution (PPD)
4/313	Phone As Key unit (PAK)
4/169	Power Seat Module Driver (PSMD)
4/210	Power Seat Module Passenger (PSMP)
6/163	Power Steering Control Module (PSCM)
4/116	Power-Operated Tailgate module (POT)
4/215	Rear Driver Door Module (RDDM) Default

DTCs Documents Wiring Diagrams Parameters Activations Diagnostic Sequences

Diagnostic Sequences

System self-test_antennas