

Technical Journal

TITLE:

PS IHU - Prior Approval

REF NO: TJ 37413.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2025-06-26	STATUS DATE: 2025-12-12
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 6	

DESCRIPTION:

NOTE 1: Your warranty claim might be rejected if the procedure in this Technical Journal (TJ) is not followed.

In many cases the Infotainment Head Unit (IHU) does not need to be replaced and can be retained by following the fault tracing in VIDA.

As a last step, support can be provided by Technical Support.

Due to this, we are issuing a **Prior Approval requirement for all IHU replacements**.

NOTE 2: This TJ applies to IHU replacements for all ICUP vehicles (VDN code RP03).

***NOTE 3:** *IHU Replacement will not resolve rear camera function concerns. Please refer to RP1069 for the latest information on Polestar 2 Rear View Camera Functionality.*

List of abbreviations:

IHU - Infotainment Head Unit

VDN - Variant Designation Number

ICUP - Infotainment Connectivity Unit Program

CSD - Center Stack Display

SPJ - Service Product Journals

SP - Software Product

PIE - Product Information Exchange, a Volvo Cars system

PS - Polestar

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CSC Customer Symptom Codes

Code	Description
ZY	Electrical system/Component electrical system wrong installation/missing
N7	Instrument panel/dashboard/Other instrument panel/dashboard problems
1Z	Service/repair/Software update failed
7B	Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt
LM	12 V main battery/Dead battery
2Y	Turn signals/Does not work/no indication
4W	Lounge Console/Tablet does not work
KS	Front/rear park assist/Does not work
HE	Gauges/Other gauge problems
YF	Graphic information display/Wholly or partly dimmed
KD	Head Up Display HUD/Does not work
32	Infotainment/System reboots
2X	Park assist camera/Does not work
7G	Text window and warning symbol/Yellow symbol and text message
IV	Text window and warning symbol/Text message
GH	Trip computer/Does not work
GI	Trip computer/Other trip computer problems
8M	Warning lights and chimes/Other warning/chime problems
DL	Warning lights and chimes/Malfunction Indicator Light ("Check engine" light) indication/no indication
9U	AUX panel/Does not work
ER	App/Does not work
2E	Audio other/Keypad on center console does not work
8Y	Audio other/Volume changes unexpectedly
DO	Audio other/Audio unit (complete) does not work
EV	Audio other/Steering wheel audio controls do not work
FC	Audio other/Other audio problems
XD	Audio other/Audio unit display does not work
4M	Bluetooth/Problem to add/pair cellular phone
4N	Bluetooth/Phonebook synchronization problems
4P	Bluetooth/Interrupted Bluetooth communication
61	Bluetooth/Audio streaming does not work
62	Bluetooth/Telephony does not work
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
7D	CD player/Other CD player problems
7J	Cellular phone/Other party cannot be heard/Handsfree
7M	Cellular phone/Other party cannot hear/Handsfree
7S	Cellular phone/Other cellular phone problems
II	Cellular phone/Voice control does not work
14	Exterior artificial sound creation/Does not work

Code	Description
EM	Internet Connection/Does not work
6N	Mobile app Volvo Cars/Other communication problems
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
HP	Navigation/Navigation system gives incorrect directions
IC	Navigation/Updates of information slow/does not work
IJ	Navigation/Voice guidance does not work
IP	Navigation/Error message on screen
IT	Navigation/Locations cannot be stored/disappears
7W	Radio/Interference/FM and DAB
DP	Radio/Does not work
FE	Radio/Setting frequency (station or pre-set) does not work
HQ	Radio/Poor reception/FM and DAB
52	Remote update/Does not work
2P	Satellite radio/Does not work
EK	Sensus Connected Touch/Does not work
39	Sounds and speakers/Warning and notification sounds not audible
FW	Speakers/Crackly sound
FY	Speakers/Distorted sound
IB	Speakers/Does not work
3J	TV/Does not work
3K	TV/Other problems
HY	TV/TV reception poor/does not work
KE	Touch input/Does not work
9S	USB unit/Does not work
HV	Video other/Other video problems
IL	Video other/Front screen up/down does not work
IM	Video other/Front screen, poor image quality/no image
25	Visual driver information/Traffic information: Does not work
KF	Visual driver information/Home button on center console display does not work
KY	Volvo On Call/Does not work
TC	Blower fan/Does not work
6C	Buttons/control knobs on centre console (Climate)/No/reduced/incorrect function
TB	Temperature control/A/C does not work
TN	Temperature control/Heater does not work
6E	Driver information/Wrong/missing

DTC Diagnostic Trouble Codes

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Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-9999		-	202007-999952

SERVICE:

In most cases, the IHU does not need to be replaced and can be retained by following the fault tracing in VIDA.

If the normal fault tracing is unsuccessful, and the next step is to replace the IHU, this TJ must be followed.

NOTE: Always ensure that the vehicle is updated to the latest software baseline before initiating any fault tracing.

For some cases a manually triggered IHU restart may resolve a symptom, i.e., long-pressing the home button at the Center Stack Display (CSD) until the screen becomes dark and the Polestar logo appears. **In some cases, this procedure may need to be repeated a second or a third time.**

Before replacing any IHU hardware, the following steps must **always** be followed.

The action list below can also be found in the VIDA fault tracing - IHU component test

If the customer is experiencing issues with the infotainment system, perform the following instructions one by one.

Verify that the hardware- and serial numbers of the IHU can be read in VIDA by following the steps below:

1. In VIDA, navigate to the “Software Installation” tab.
2. Go to the “Advanced Test” tab.
3. Select the Infotainment Head Unit (IHU).
4. Click on the “Enable Programming mode” button.
5. Attempt to read the hardware and serial numbers of the IHU.

If the hardware and serial numbers can be read, it indicates that the Infotainment Head Unit does not need to be replaced.

If the IHU hardware and serial number can be read in VIDA, according to the section above, proceed with the steps below:

NOTE! All customer settings will be lost during the following process.

1. In VIDA, order the software product “IHU Restoration” (see model specific part numbers under “Failing Part” below) and follow the instructions in VIDA.

If it is not possible to read the IHU hardware and serial number, follow the steps below:

1. Perform a 12 V reset by disconnecting the battery connections on the main battery, wait for 10 min. and then reconnect the battery.
2. Ensure that all connections to the control module are secure, including power, ground and communication connectors.

If the IHU still does not respond, it indicates that there may be issues with the IHU. **Contact Technical Support for further assistance.**

NOTE: The listed VST Operation No: 99927-2 in this TJ is only allowed to be claimed when the hardware and serial number cannot be read in VIDA.

After completing all steps above:

- If the symptom cannot be reproduced, return the vehicle to the customer.
- If the symptom persists or if the vehicle returns with the same symptom, **contact Technical Support for further assistance.**

How to obtain Prior Approval

To obtain Prior Approval before replacing the IHU hardware, please follow:

- Follow the instructions in this TJ
- Create a Support Needed Nebula Report
Please describe the symptom in detail, include all VIDA diagnostic log files (refer to SPJ 1002481) and a detailed description of the diagnostics performed.
- If the symptom is judged as a hardware-related issue, the Technical Support will provide the Prior Approval as an answer in the Vehicle Report.

The IHU component test in VIDA can be accessed by following these steps:

1. *Connect the vehicle to VIDA*
2. *Use the guided fault tracing by selecting the customer symptom and customer function relevant to the symptom the customer is experiencing.*
3. *Follow the instructions in the component test for the Infotainment Head Unit (IHU).*

Warranty claim info:

- Prior Approval is required.
- To have a warranty claim accepted for a job described in this TJ, use the corresponding **VST OP number** stated in this TJ.
- Note that both the **TJ number** and the **Vehicle Report number** must be included in the **repair order text**.

Failing Part:

Software Product: "IHU Restoration"

Use the model-specific part number as indicated below:

- 32477111 - Polestar 2 (PS2)

VST Operation Number

VST Operation Number	Description
36001-2	Diagnostic trouble codes read/ reset
98800-3	Software product download acc. to TJ
99927-2	General Reimbursement acc. to TJ (only to be used when the hardware and serial number cannot be read in VIDA)

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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.