

Technical Journal

TITLE:

Connectivity Certificates

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PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2026-02-11	STATUS DATE: 2026-03-02
FUNC GROUP: 3975	FUNC DESC: Mobile data services, general	Page 1 of 2	

Rows beginning with * are modified

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

DESCRIPTION:

*Vehicle type removed.

If a vehicle is experiencing problems with connectivity after or in conjunction to ordering any of the following SP's, please see advice under Service:

- **Change Market Certificate** - All certificates for IHU/DHU and TCAM except the TCAM root certificates.
- **IHU/DHU Reload** - Certificates for the IHU/DHU
- **TCAM Reload** - TCAM certificates except the TCAM root certificates.
- **VCM Reload** - Certificates for the VCM

(TCAM root certificates are automatically downloaded through OTA after a TCAM factory reset or after a TCAM replacement and could take up to 20 minute on the mobile reception in the area).

SWDL: Software Download

SP: Software Product

IHU: Infotainment Head Unit

DHU: Display Head Unit

VCM: Vehicle Connectivity Module

TCAM: Telematics Connectivity Antenna Module

OTA: Over The Air (Mobile Network)

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CSC Customer Symptom Codes

Code	Description
EM	Internet Connection/Does not work
6O	Mobile applications Polestar Connect/Communication problems
6P	Polestar Connect/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
232							2020-2022		-	201939-202144
359							2024-9999		-	202334-999952
534							2021-9999		-	202007-999952

SERVICE:

When ordering any of the above-mentioned SP's, they must be downloaded to the vehicle. The reason for this is that the old connectivity certificates are revoke when any of those SP's are ordered. If the software containing the new certificates is cancelled or if the download fails, the vehicle will not have connectivity u certificate SWDL has been performed.

To see if a vehicle has a set of valid certificates using VIDA, go to the Diagnostic Overview and click on Remote Services under Advanced (no diagnostic con needed). Click on the cloud under Connectivity and then chose the tab Cloud certificate summary. If the information shows green ticks for five certificates (An three certificates (Sensus), the certificates are OK and valid.

No warranty claim accepted for this 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 3975.