

Technical Journal

TITLE:

IHU - SWDL failure

REF NO: TJ 37439.4.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2026-03-03	STATUS DATE: 2026-03-06
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 4	

Attachment

File Name	File Size
TJ_37439_1.png	0.3634 MB

Rows beginning with * are modified

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

DESCRIPTION:

If, during a Software Download (SWDL) at the workshop, connected to VIDA, the CSD (Center Stack Display) turns black and the IHU (Infotainment Head U stuck in programming mode or is unresponsive, follow the advice under "Service".

This TJ concern ICUP vehicles / Vehicles with Variant Designation Number (VDN) Code RP03.

CSC Customer Symptom Codes

Code	Description
ZY	Electrical system/Component electrical system wrong installation/missing
1Z	Service/repair/Software update failed
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
YF	Graphic information display/Wholly or partly dimmed
DO	Audio other/Audio unit (complete) does not work
XD	Audio other/Audio unit display does not work
DP	Radio/Does not work
52	Remote update/Does not work
IM	Video other/Front screen, poor image quality/no image

Technical Journal 37439.4.0

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2025		-	202007-202446

SERVICE:

Follow either procedure depending on the MY (Model Year) of the vehicle.

*MY2021-2025 vehicles (for MY26, see instructions further below):

1. Verify that the IHU is in Programming mode.
With VIDA – Advanced test, put the complete car into Programming mode. If the IHU does not enter Programming Mode, remove and reinstall the IHU fuse immediately after putting the car into Programming mode with VIDA. Verify that the IHU has entered Programming Mode then continue with the next steps.
2. Purchase Software Product (SP): **32301789**.
3. Download the software package.
4. Now IHU and CSD should be recovered.

***NOTE:** If downloading SP **32301789** on MY2021–2025 vehicles does not recover the IHU/CSD, it may be because the IHU hardware has already been replaced with the hardware used from MY2026. If this is the case, follow the instruction for MY2026- vehicles.

To confirm if MY2026 hardware is installed in a MY2021-2025, refer to the part number list in the end of this section.

The IHU HW Part No can be found in VIDA under “Software Installation” > “Advanced test” > “IHU” or in TIE under “HW SW Parts”. If TIE is not updated, check the IHU Exchange Part No (used for ordering a new IHU HW).

*MY2026- vehicles:

1. Verify that the IHU is in Programming mode.
With VIDA – Advanced test, put the complete car into Programming mode. If the IHU does not enter Programming Mode, remove and reinstall the IHU fuse immediately after putting the car into Programming mode with VIDA. Verify that the IHU has entered Programming Mode then continue with the next steps.
2. Purchase Software Product (SP): **32398270**.
3. Verify that the software package contains IHU files, see attached picture “TJ_37438_1.jpg”. If the package only contains two CEM files, do not down but continue to step 7.
4. Download the software package.
5. Now IHU and CSD should be recovered, continue to step 8.

If above does not recover the IHU, follow the steps below:

6. If the IHU is unresponsive, repeat step 1 and continue to step 7.
7. Purchase Software Product (SP): **32398264** (This SP is only valid for MY26 hardware, listed below)
Note: In some cases download may fail, please retry installing this SP again (up to 3 times if needed).
Note: During installation, progress may appear stuck at 11%. This is expected behavior, the software is still being installed.

8. After the above SP has successfully been installed, continue with the PDS/Total Upgrade. Afterwards, check if the IHU Certificates are OK. If they are invalid, download "Change Market Certificate" SP.

If the IHU and CSD do not wake up to default session, then send a TIE report "Support Needed" for assistance to recover the IHU. Attach the VIDA diagnostic contain the software download.

IHU HW Part No:

32413644
32413645
32413646
32413647
32464656
32464657
32464658
32464659

IHU Exch. (Exchange) Part No:

36013466
36013467
36013468
36013469
36011171
36011172
36011173
36011174

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

*The SP software is free of charge and cannot be claimed.

Note! In this TJ, the Operation No. 99923-2 should only be claimed for MY26 vehicles. It is not allowed to claim Operation No. 99923-2 for MY 2021-2025 in this TJ.

VST Operation Number

VST Operation Number	Description
99922-2	General Reimbursement acc to TJ
99923-2	General reimbursement acc. to TJ/QB

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.

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

