

Technical Journal

TITLE:

PS SoC Drop After Cold Parking at Low SoC

REF NO: TJ 37797.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2026-03-12	STATUS DATE: 2026-03-18
FUNC GROUP: 3113	FUNC DESC: Battery, high voltage	Page 1 of 2	

DESCRIPTION:

If the customer complains about a significant HV battery SoC drop after parking, please follow the advice under “service”.

CSC Customer Symptom Codes

Code	Description
YN	High voltage battery/Discharged/poor charge

DTC Diagnostic Trouble Codes**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2026		-	201935-209952

SERVICE:

We currently have a SoC calculation issue that may occur after parking in low temperatures combined with a low SoC.

In cold weather (50°F and below) when the HV battery SoC is below 40% the indicated SoC may drop by approximately 10-15%. The correct SoC value is the one displayed when the vehicle is initially parked. The range will slowly recover and will be completely recovered after HV battery charge.

Work is ongoing for a software fix and is planned for release in quarter 2 2026 for vehicles with structure week before 2023w46, and in quarter 4 2026 for vehicles with structure week 2023w46 and later.

No fault tracing is needed and do not replace any parts - this will not resolve the issue.

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Abbreviations:

SoC = State of Charge

DIM = Driver Information Module

PS= Polestar

Warranty claim info:

No warranty claim is 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 "Polestar Vehicle Report" and sub concern area "Support not needed Polestar", use function group 3113.