

Technical Journal

TITLE:

Unable to Download Third-Party Apps

REF NO: TJ 37517.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2026-04-13	STATUS DATE: 2026-04-16
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	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:

*VST operation number, vehicle type and service updated

If customer complains it is not possible to download or update third-party apps follow advice under "Service."

CSC Customer Symptom Codes

Code	Description
ER	App/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
534							2021-9999		-	202007-999952

SERVICE:

*The 5.0.X SW did not resolve this "symptom" as expected and analysis will now continue to find the root cause and provide a better improvement.

Workaround is to perform a "factory reset".

IHU - Infotainment Head Unit

Technical Journal 37517.3.0

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
98818-3	Calibration/activation with VIDA
98817-2	DTC readout/reset incl. VIDA connection 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 not needed Polestar", use function group 3900.