

Technical Journal

TITLE:

Cannot Start the Vehicle After VIDA SWDLREF NO:
TJ 37743.1.0ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7515 PolestarISSUE DATE:
2026-02-12STATUS DATE:
2026-05-04FUNC GROUP:
3661FUNC DESC:
Remote control**Page 1 of 2****DESCRIPTION:**

If there are problems starting the vehicle after a VIDA software download, see the information under service.

CSC Customer Symptom Codes

Code	Description
71	Starting/Vehicle start-up is not possible
9Z	Starting/Autostart does not work
BI	Starting/Engine starts/With gear selector in position R or D

DTC Diagnostic Trouble Codes**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
359							2025-9999		-	202402-999952

SERVICE:

If the UWB key, key tag or digital key is kept in the vehicle during software download with VIDA, the UWB key be will deactivated. This is caused by the PAK reset, which is part of software download. This will be updated during 2026 quarter 2.

To recover deactivated key:

- Lock and unlock the vehicle with any other key or Polestar-app.
- or with PAK reset.

1. PAK reset with Vida, remove the UWB key from the vehicle and perform a VIDA reset.

Technical Journal 37743.1.0

2. PAK reset by door handle, follow steps:

Tap the thumb edge sensor on the door handle five times, where you usually lock the vehicle.

Make sure there is a gap of at least one second between each tap.

Complete all five taps within a 10-second window, by counting “one thousand one, one thousand two, ...” this can help you time it correctly.

Abbreviations:

SWDL (Software Download)

UWB (Ultra Wide Band)

PAK (Phone as key)

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 “Polestar Support not needed”, use function group 3661.