

Technical Journal

TITLE:

CSD Ends Up In Recovery Mode, ICUP

REF NO: TJ 36569.5.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2026-06-22	STATUS DATE: 2026-06-24
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 5	

Attachment

File Name	File Size
TJ_36569_1.png	0.2523 MB
TJ_36569_2.png	0.4470 MB
TJ_36569_3.png	0.2843 MB
TJ_36569_1.mp4	14.151 MB

Rows beginning with * are modified

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

DESCRIPTION:

*The TJ is updated in its entirety

If the Center Screen Display (CSD) is stuck in Android "Recovery Mode" (see attached picture TJ_36569_1) or if an Android "Dead Robot" is shown on the CSD (see attached picture TJ_36569_2), please follow advise under "Service".

In addition to the above, in VIDA: no communication with IHU, CSD, AUD

CSD = Center Screen Display

IHU = Infotainment Head Unit

AUD = Audio Unit Device

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
32	Infotainment/System reboots

Technical Journal 36569.5.0

Code	Description
DO	Audio other/Audio unit (complete) does not work
FC	Audio other/Other audio problems
XD	Audio other/Audio unit display does not work
6B	Buttons/control knobs on centre console (Media, communication and navigation)/ No/reduced/incorrect function
IP	Navigation/Error message on screen
DP	Radio/Does not work
KE	Touch input/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		0000001-9999999	202007-999952

SERVICE:

By following the recommendation given in this TJ, the customer User Data is likely to be erased (Factory Reset).

The layout of the Recovery Mode screen has been updated since the launch of the iCup. Pictures and Videos presented in this TJ may differ from what is shown on your screen but follow the same logic.

How to navigate on the CSD while in Recovery Mode

- By quick tapping anywhere on the screen, you will change the option selected (Try again/Factory data reset). The option selected will be highlighted on the screen
- If long pressing on the screen, the selected option will occur when the finger is released from the CSD.
- Please advise the attached walkthrough video (see attached [video TJ_36569_1](#)).

Dead robot

- If you are presented by an Android Dead Robot (see attached picture TJ_36569_2), long press on the CSD and release the finger.
- If successful, you will be sent to the Recovery Mode screen (see attached picture TJ_36569_1)

Recovery Mode

When presented by the Recovery Mode screen on the CSD (see attached picture TJ_36569_1), you are prompted by two options:

Try again:

- If this option is selected, the infotainment system will initiate a Infotainment restart. In some cases the infotainment system boot up as normal or you may return to the Recovery Mode page.
- If the “Try again” option is used 4 consecutive times, there is a risk that the IHU need to be replaced. Do not use this option more than 3 times.

- If a vehicle is delivered to workshop while in Recovery Mode, do not use this option unless you know if/how many times this option have been used to avoid bricking the IHU.

Factory Reset:

- By selecting this option, the User Data will be erased from the infotainment system.
- When selected, you will be prompted with an additional page where you either need to confirm the Factory reset or if you would like to cancel the operation (see attached picture TJ_36569_3). Select the and initiate the “Factory data reset” option.
- If the Factory Reset is successful, the infotainment system will start and you would need to set up the customer APPs and settings again.

After the Factory Restart is done, perform a IHU restart by pressing the CSD home button for about 20 sec.

*Warranty claim info:

To get 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 repair order text.

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

LABOR TIME:

Labor time subject to change without notice.

VEHICLE REPORT:

*Yes, please submit a Vehicle Report IF problem is reproducible. Use concern area “Vehicle Report” and sub concern area “Support needed Polestar”, use function group 3900.

To view TJ attachments continue to next page. This TJ has three attachments and one video file.



