



STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Flash Update Error When Flashing TCM Or PCM, Vehicles Equipped With An ITBM

Customer complaint/ technician observation: Owner requesting recall U07 to be performed. Technician observed when attempting to flash the PCM or the TCM that a flash error message occurred, flash failure.

Discussion: Verify the battery voltage is maintained during a module flash update as instructed. Improper voltage can lead to flash interruptions. On some vehicles with an added or factory equipped ITBM (Integrated Trailer Brake Module) a flash error fail message may appear. If a flash error message is displayed, disconnect the ITBM during the flash update to allow a successful completion of the flash as required.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found