



STAR ONLINE PUBLICATION



Case Number: S2208000009

Release Date: January 2022

Symptom/Vehicle Issue: Motor Generator Unit (MGU) Replacement For Bearing Noise. Updating The MGU Flash Table

Discussion: If you are planning to replace the MGU for bearing noise. While WiTech is not required for diagnosis, it is still necessary to connect WiTech to the vehicle prior to removal of the MGU. If a Witech scan is not completed with the original MGU installed. The vehicle specific flash part number for the MGU will never be recorded in the WiTech flash database. If this occurs, when attempting to flash the new MGU WiTech will display a message that the “correct flash could not be identified” for the given VIN.

If a flash update is attempted on a new MGU and the aforementioned message is displayed. A ticket will automatically be created for the Mopar flash team. They will manually identify the appropriate flash for the given VIN and update the Base Part Table (BPT). This process is typically completed within 24 hours, but may take longer due to unforeseeable delays. The dealer will not receive notification that the BPT has been updated. To determine if the BPT has been updated and a MGU flash is available. Start a new diagnostic session with WiTech and access the flash tab of the MGU. If the BPT was updated, an available flash update will be visible and can be performed.

To avoid any repair delays, always connect WiTech and generate a Scan Report prior to removing the original MGU.

If an issue were to arise. A scan report showing the original MGU flash part number can be used to assist Mopar in identifying the correct flash for your specific VIN.

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