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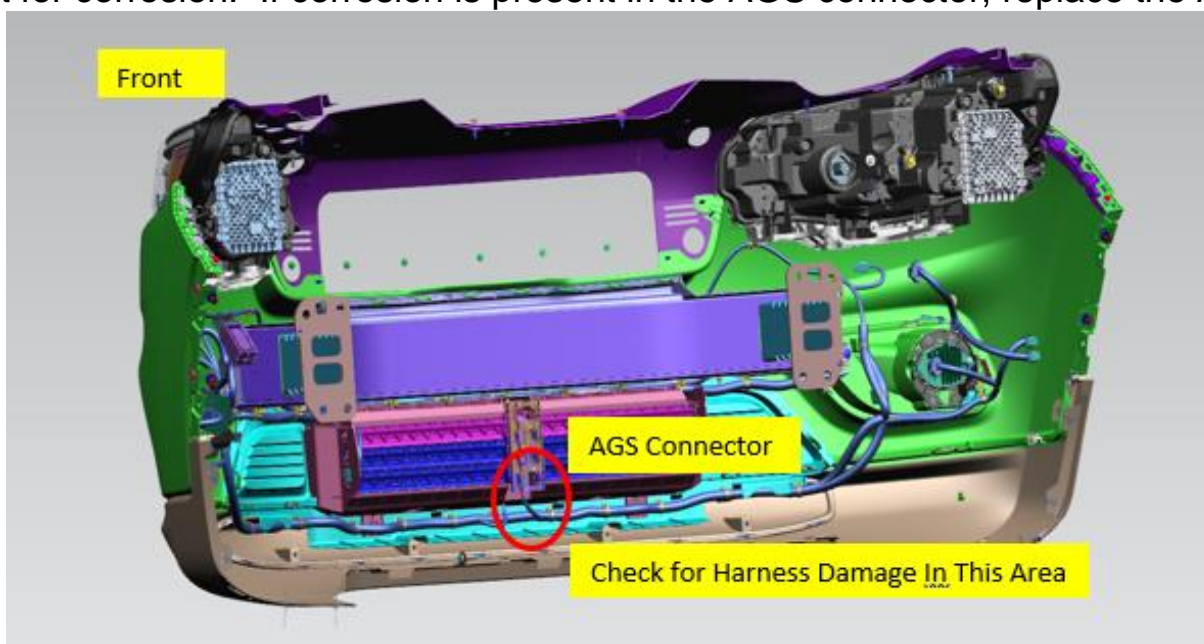
Case Number: S2008000131

Release Date: 8/27/2020

Symptom/Vehicle Issue: U11E9 Lost Communication With AGS (Active Grille Shutter), Malfunction Indicator Lamp (MIL) Illuminated

Discussion: Damaged fascia wiring harnesses are causing a loss of communication with fully functioning AGS units.

Diagnosis: Scan the vehicle for DTC's. If DTC U11E9 – Lost Communication with AGS is active or stored, inspect the wiring harness for signs of damage (nicks or cuts in the wires). You should also disconnect the AGS to wiring harness connector and inspect for corrosion. If corrosion is present in the AGS connector, replace the AGS.



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

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Repair: Use wiring kit 68396618AB to repair the fascia wiring harness or replace the harness as necessary. If corrosion is present in the AGS connector, replace the AGS and AGS Connector

Verification: With scan tool, erase all DTCs. Check for the DTCs to return. If DTCs return, follow the U11E9-Lost Communication with AGS Diagnostic Procedure in Service Library.

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