

STAR ONLINE PUBLICATION

Case Number: S2008000132

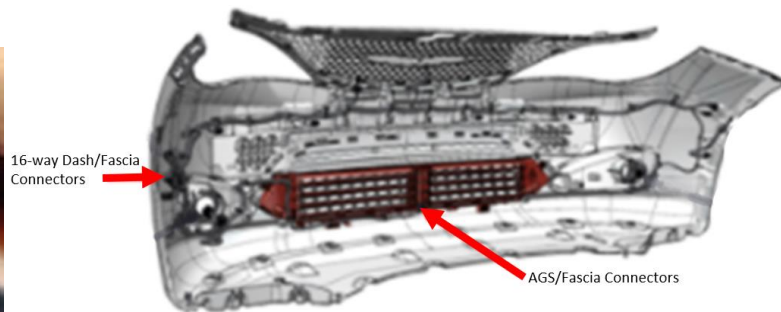
Release Date: 8/27/2020

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

Discussion: Damaged and/or corroded harnesses/connectors are causing a loss of communication with fully functioning AGS units.

Diagnosis: When the Malfunction Indicator Lamp (MIL) is on and AGS DTC U11E9 – Lost Communication with AGS is active or stored, do not automatically replace the AGS.

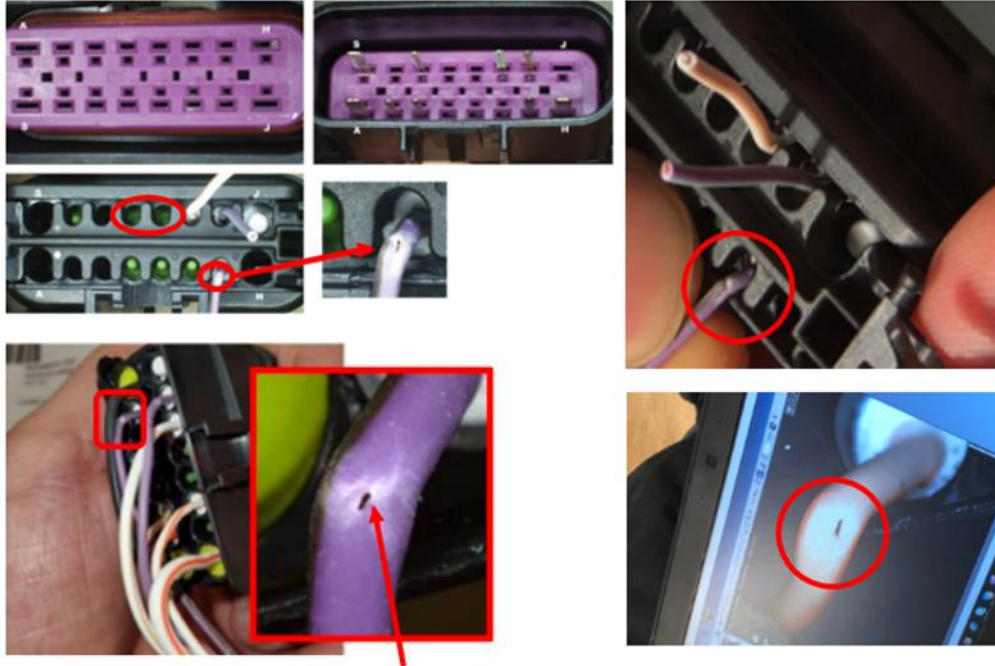
1. Inspect the wiring near the 16-way XY101A Dash to Fascia Connector for nicks and cuts. Also disconnect the connector and inspect for corrosion.



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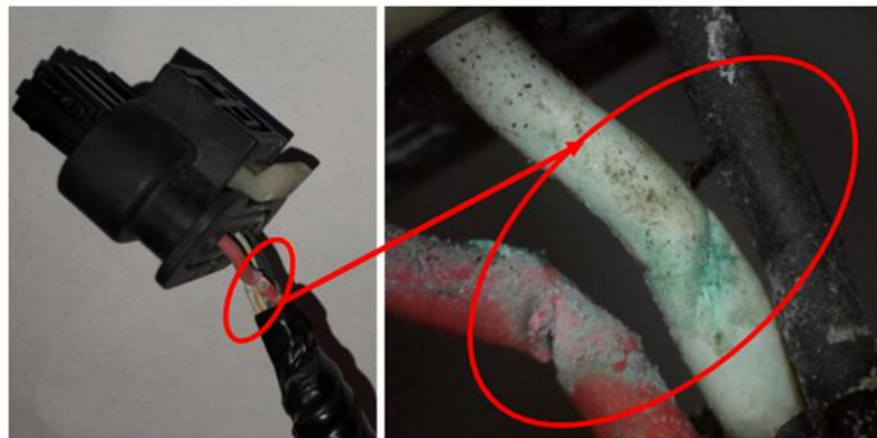
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16-Way XY101A Inline Connector Damage

2. Disconnect the AGS to fascia connectors and inspect for damage and corrosion.



Active Grill Shutter Connection Damage/Corrosion

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Repair:

1. If corrosion or damage is present at the XY101A connector. Use connector kit 68497543AA to repair the 16-way dash side connector and replace the fascia side harness (a connector repair kit is not available).
2. If corrosion is present in the AGS connector, replace the AGS. Do not add dielectric grease to the AGS/fascia connectors. If corrosion is present in the fascia connector, repair it using connector kit 68396618AB or replace the harness as necessary.

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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