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Case Number: S1923000047 Rev A

Release Date: 10/14/2020

Symptom/Vehicle Issue: P1D73 AGS (Active Grille Shutter Performance), Malfunction Indicator Lamp (MIL) Illuminated

Discussion:

- Front End Module (FEM) seal is causing the Active Grille Shutter (AGS) to bind on gas and diesel vehicles.
- Powertrain Control Module (PCM) software is creating potential false setting of P1D73 code due to a software issue on gas vehicles.

Diagnosis: Scan the vehicle for DTCs. If DTC P1D73 – Active Grille Shutter Performance – mechanically stuck fault code is active or stored, check for the conditions below, before automatically replacing the AGS.

1. If the vehicle is built prior to 3/13/19. Replace the Front End Module (FEM) seal with part number 68359231AC or later. See fig. 2. The new FEM mid seal has wire harness clips at the ends and 4 tabs to improve fit and attachment.

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

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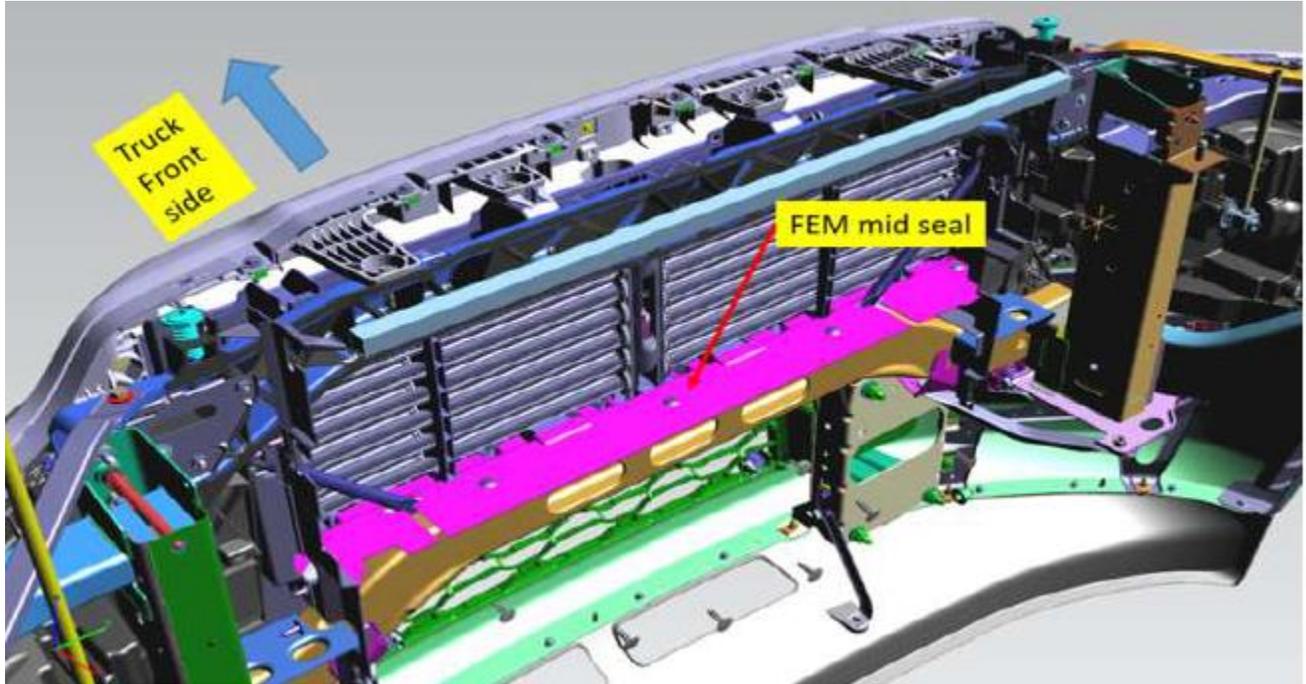


Fig. 1 Location

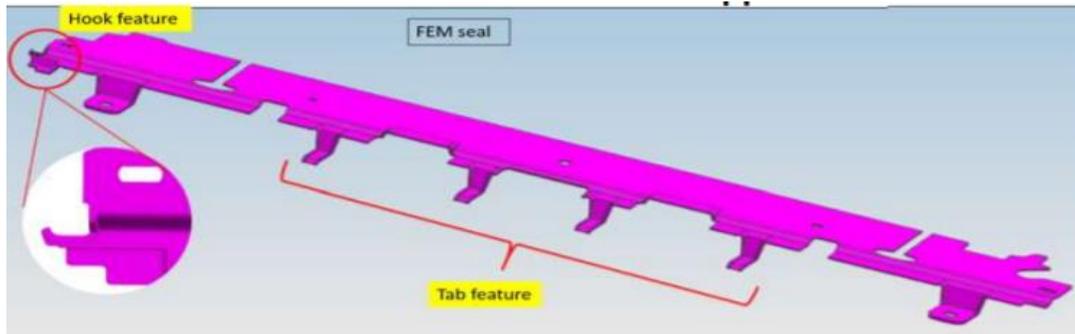


Fig 2. FEM seal attached to mid core support area

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Fig 3. Issue

2. Check for physical damage to the AGS assembly, or the vanes being detached. If the damage is found or vanes are detached, replace the AGS. Then start the engine and confirm that the AGS cycles to its full open and close position (wait for at least 2 minutes between off/on key cycles). If it cycles successfully. Then clear code P1D73 from the vehicle.

3. If the vehicle is built after 3/13/19, follow **Service Bulletin 18-059-20 – Reprogramming the Engine Control Module (ECM) / Powertrain Control Module (PCM) with the latest available software.** Reflash the ECM/PCM and clear P1D73 code from the vehicle.

Verification: With scan tool, erase all DTCs. Check for the DTCs to return. If DTCs return, follow the P1D73 – AGS performance – mechanically stuck with AGS Diagnostic Procedure in Service Library.

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