

STAR ONLINE PUBLICATION

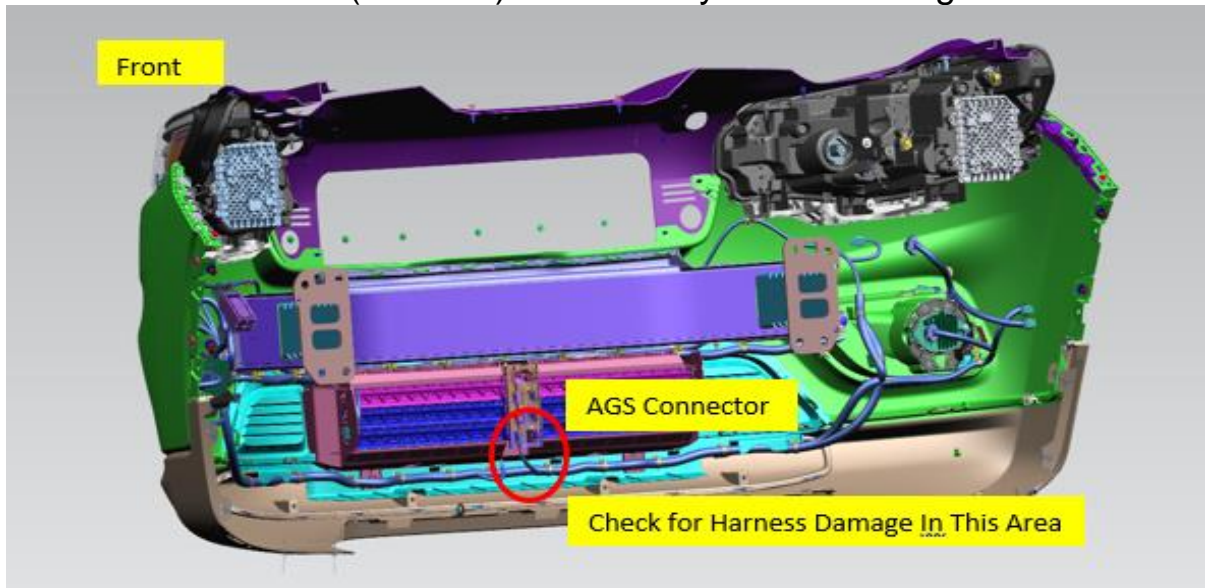
Case Number: S2008000131 - Rev. B

Release Date: 10/20/2020

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 Active Grill Shutter(AGS) units.

Diagnosis: Scan the vehicle for DTC's. If DTC U11E9 – Lost Communication with AGS is active or stored a wiring concern likely exist. Before replacing the AGS, inspect the wiring harness for signs of damage. Small cuts or nicks in the wiring harness have been found by engineering. Including circuits A940B, D511A, Z985BB. You should also confirm the AGS Connector(D2826A) is seated by disconnecting and reconnecting it.



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

STAR ONLINE PUBLICATION

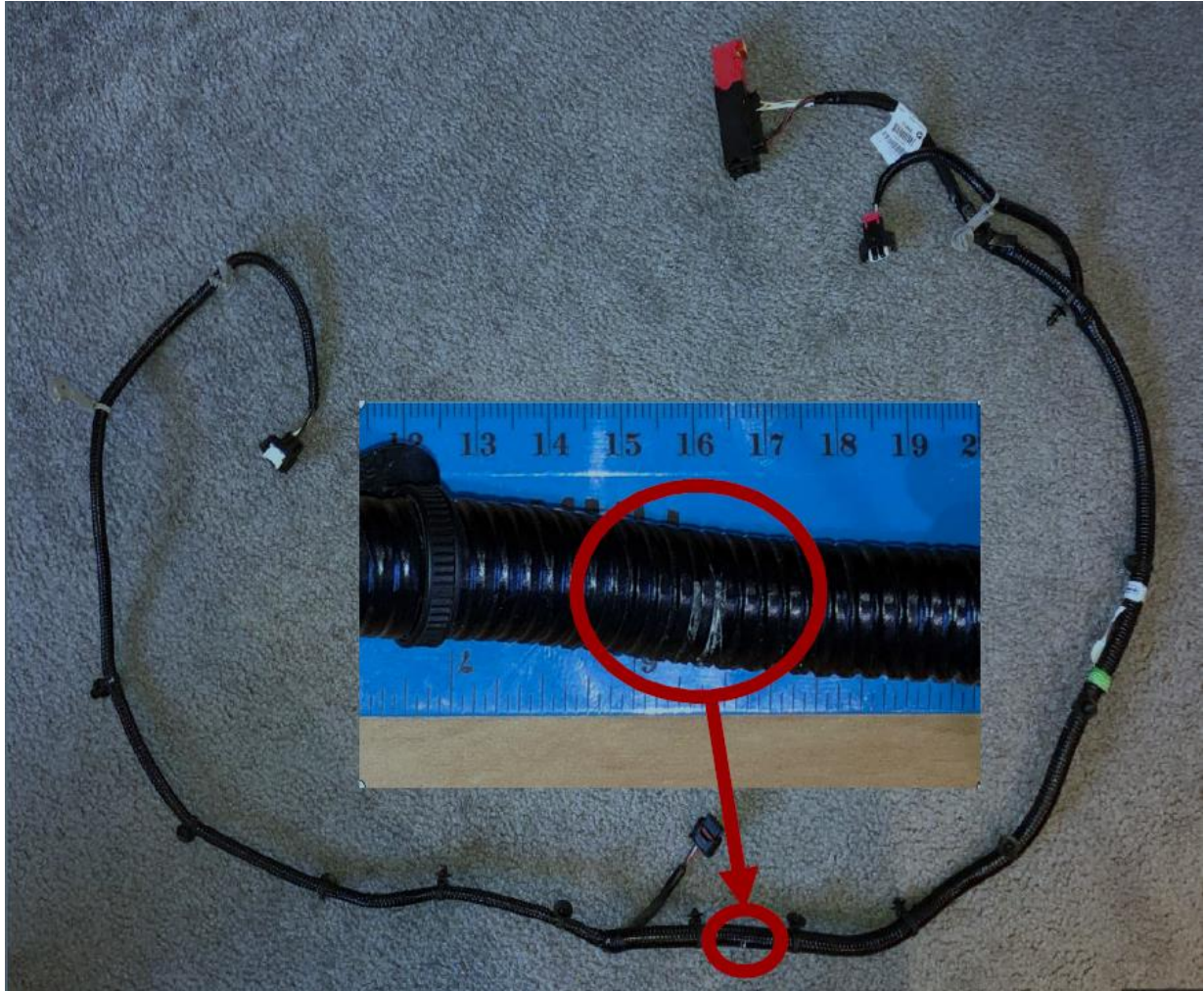


Damaged AGS Wiring Harness Near D2826A

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

STAR ONLINE PUBLICATION



Damaged AGS Wiring Harness

Repair: Use wiring kit 68396618AB to repair the fascia wiring harness or replace the harness if standard repair methods cannot be applied.

It is also advised to inspect the AGS connector for corrosion. If corrosion is present inside the AGS connector, the AGS connector and AGS will need to be replaced.

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



STAR ONLINE PUBLICATION

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. Be sure to thoroughly perform the resistance checks described in the U11E9 DTC flow chart.

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