

Case Number: S2108000147

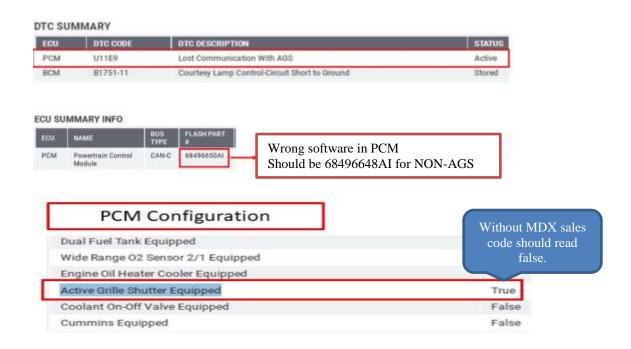
Release Date: June 2021

**Symptom/Vehicle Issue**: CEL (Check Engine Lamp) Comes On, U11E9 Lost Communication With AGS (Active Grill Shutter), Vehicle Not Equipped With MDX Sales Code

**Customer Complaint/Technician Observation:** Owner complains that the CEL lamp is on. Technician observed the vehicle is setting, DTC U11E9 Lost Communication With AGS set in the PCM as active.

**Discussion:** Verification of the PCM software that matches the equipment for a NON-AGS system should be performed prior to any service repairs. Active grill shutters in the PCM configuration should read (false) on vehicles without MDX sales code. Update the PCM software as needed.

## Example:



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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