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Case Number: S2008000132 - Rev. A

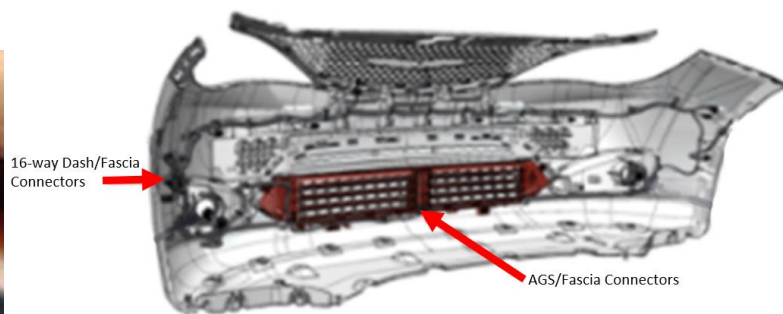
Release Date: June 2021

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.

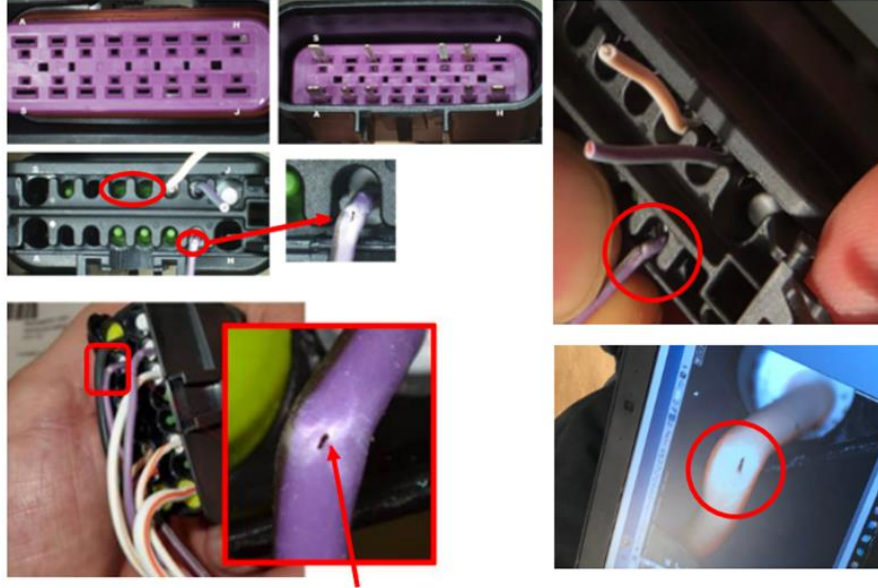
1. Inspect the wiring near the 16-way XY101A Dash to Fascia Connector for nicks and cuts. Also disconnect the connector and inspect for corrosion.



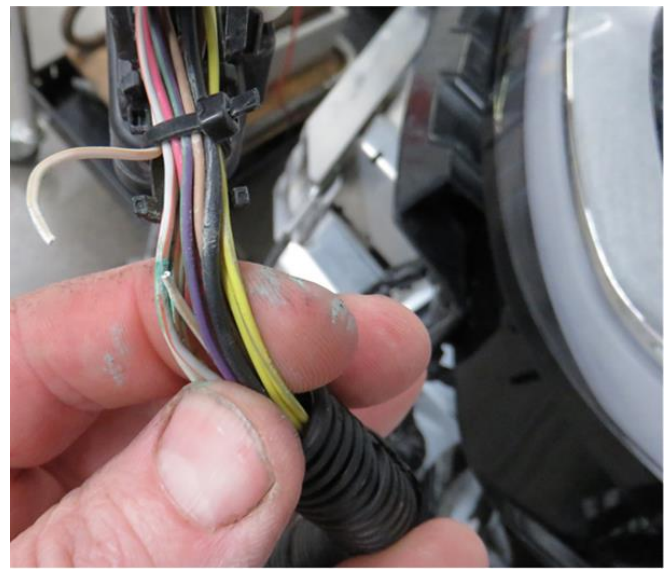
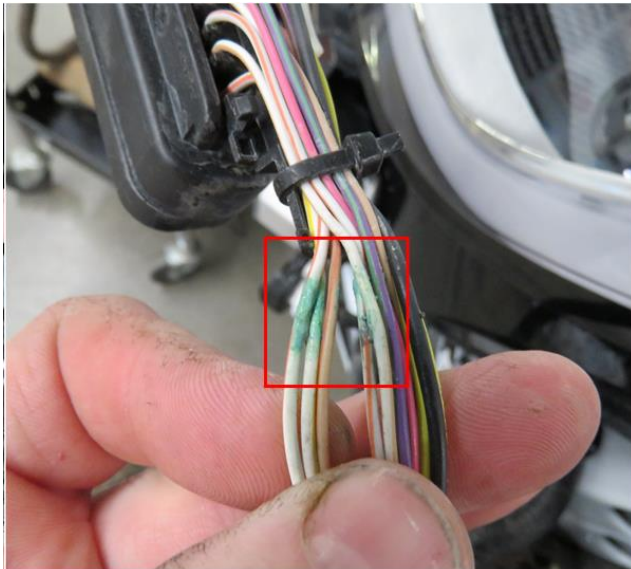
This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

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16-Way XY101A Inline Connector Damage



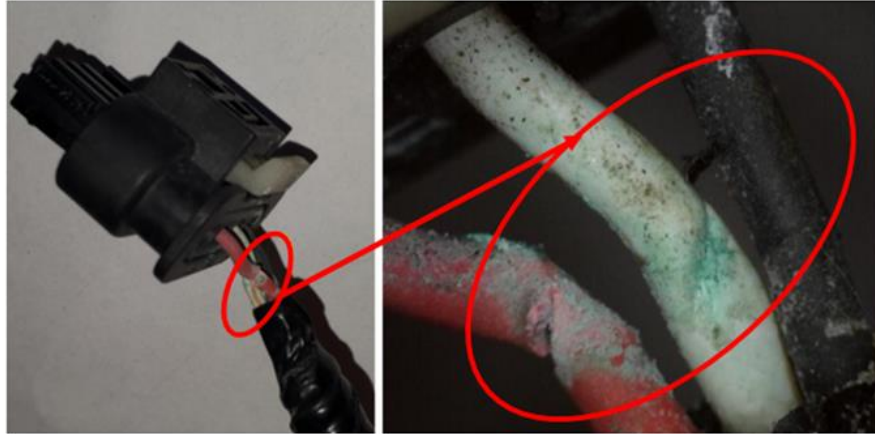
Corroded/Damaged Harness Near 16-Way Connector

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



Active Grill Shutter Connection Damage/Corrosion

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 68500834AA for the fascia side connector will be available in the future.
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.

Note: If the corrosion or damage is found on the wiring harness, do not replace the mating connector on the AGS side. Repair wiring and retest.

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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