STAR ONLINE PUBLICATION

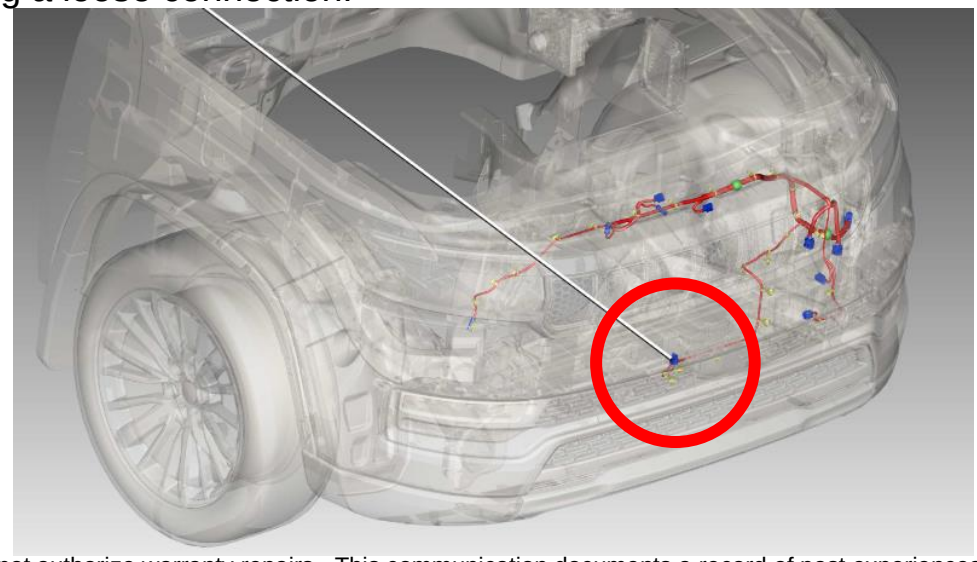
Case Number: S2208000185

Release Date: November 2022

Symptom/Vehicle Issue: Active Grill Shutter (AGS) Connector Not Fully Secured. U11E9 - Lost Communication With AGS

Discussion: The customer may bring the vehicle in for a check engine light. Upon scanning the vehicle for DTC's you may find U11E9 – Lost Communication With AGS. This may be caused by the AGS Connector (D3294A) not being fully seated and locked, creating an intermittent connection issue.

Diagnosis: Locate and inspect the AGS connector on the bottom of the AGS unit. If by lightly pulling on the connector it separates from the AGS, the connector was not locked causing a loose connection.



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

Repair: Push the AGS connector in confirming it is fully seated and the primary lock engaged. Push the secondary (gray colored) lock forward to engage it and fully secure the connector.

Verification: Clear the DTC's. Test drive the vehicle and confirm the AGS operates normally and U11E9 does not return.

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