



STAR ONLINE PUBLICATION



Case Number: S2523000095

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Symptom/Vehicle Issue: U0285-00-LOST COMMUNICATION WITH ACTIVE GRILLE AIR SHUTTER MODULE B. P05AE-00-ACTIVE GRILL AIR SHUTTER B PERFORMANCE/STUCK OFF.

Customer Complaint/Technician Observation: Customer states the MIL light is on. Technician finds diagnostic trouble code(s) (DTCs) U0285-00 and or P05AE-00

Discussion: First inspect the part visually and ensure none of the vanes are dislodged. Cycle the lower active grille shutter (AGS "B") using wiTech. If the AGS does not cycle, inspect the connector and harness for signs of corrosion or cut/chaffed wires. If there is no visible damage or corrosion to the harness, perform a continuity test. If corrosion is detected, replace the Lower AGS and the wiring harness. If high resistance is detected with no sign of corrosion, replace the wiring harness and retest the AGS using wiTech.

If it is confirmed that the harness is free of damage or corrosion and is working properly, perform a function test on the Lower AGS with wiTech. If the Lower AGS still does not function properly, then further test and diagnose per the service library instructions. Do not replace the Lower AGS if it functions using wiTech.

If there are any signs of impact damage to the Lower Active Grille Shutter (broken, cracked, bent, warped), this is considered non-warrantable damage and should not be charged as a warranty claim.

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, eCONTACT or Service Library entry if no solution is found.