

STAR ONLINE PUBLICATION

Case Number: S1908000161 REV.A

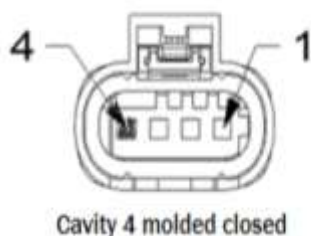
Release Date: 09/02/2020

Symptom/Vehicle Issue: Active Grill Shutter (AGS) Replacement, DTC U11E9 Loss of Communication With AGS

Customer Complaint/ Technician Observation: DTC U11E9 Loss of Communication With AGS sets after replacing the active grill shutter or harness.

Discussion: When servicing active grill shutters on vehicles built before April 10th 2018, wiring kit 68396618AA can be used but wiring pin locations must match the new actuator when using the grill shutter part, 68438679AA.

Vehicles built on or before April 10th, 2018 have the following wiring connector pattern for the active grille shutter actuator...



	Cavity	Circuit	Color
☐	1	Z917 - GND - GENERIC 17	BK
☐	2	D511 - COM - LIN BUS ECM (ENGINE CTRL MOD)	WH/BG
☐	3	A940 - PWR - GENERIC BATT FEED 40	RD
☐	4	N0 - No Connect	NA

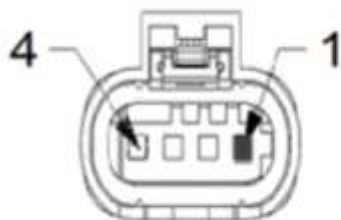
Note : When replacing Active Grille Shutter with newer part 68438679AA on vehicles built before April 10th, 2018, re-arrange the pin wire location as MY 2019; shown on the next page. Failure to do so will result in U11E9 Loss Of Communication With AGS.

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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Vehicles built on and after April 11th, 2018 have the following updated wiring connector pattern for the active grille shutter actuator...



Cavity 1 molded closed

	Cavity	Circuit	Color
☐	1	NO - No Connect	NA
☐	2	A940 - PWR - GENERIC BATT FEED 40	RD
☐	3	D511 - COM - LIN BUS ECM (ENGINE CTRL MOD)	WH/BG
☐	4	Z917 - GND - GENERIC 17	BK

Note: The wiring repair kit is universal on all vehicles for this connector if required, however the wiring pin locations must be as shown above like MY 2019 when using active the new grill shutter 68438679AA to repair.

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