



STAR ONLINE PUBLICATION



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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 :

DTC SUMMARY

ECU	DTC CODE	DTC DESCRIPTION	STATUS
PCM	U11E9	Lost Communication With AGS	Active
BCM	B1751-11	Courtesy Lamp Control-Circuit Short to Ground	Stored

ECU SUMMARY INFO

ECU	NAME	BUS TYPE	FLASH PART #
PCM	Powertrain Control Module	CAN-C	68496650AI

Wrong software in PCM
Should be 68496648AI for NON-AGS

PCM Configuration

Dual Fuel Tank Equipped	
Wide Range O2 Sensor 2/1 Equipped	
Engine Oil Heater Cooler Equipped	
Active Grille Shutter Equipped	True
Coolant On-Off Valve Equipped	False
Cummins Equipped	False

Without MDX sales code should read false.

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