



STAR ONLINE PUBLICATION



Case Number: S2208000151

Release Date: August 2022

Symptom/Vehicle Issue: Check Engine Lamp (CEL) On, Diagnostic Trouble Code (DTC) U11E9 Lost Communication with Active Grill Shutter (AGS)

Customer Complaint/Technician Observation: Owner complaint that the CEL is illuminated on the cluster. Technician observed the vehicle is setting Diagnostic Trouble Code (DTC) U11E9 Lost Communication AGS as active, stored, or pending.

Repair Procedure: Inspect the upper AGS connector D2826A, black 4-way, ensure the connector is clean and fully engaged. Review the inline connector XY110A black 16-way and inspect for any signs of corrosion, repair as required Fig 1 and 2.

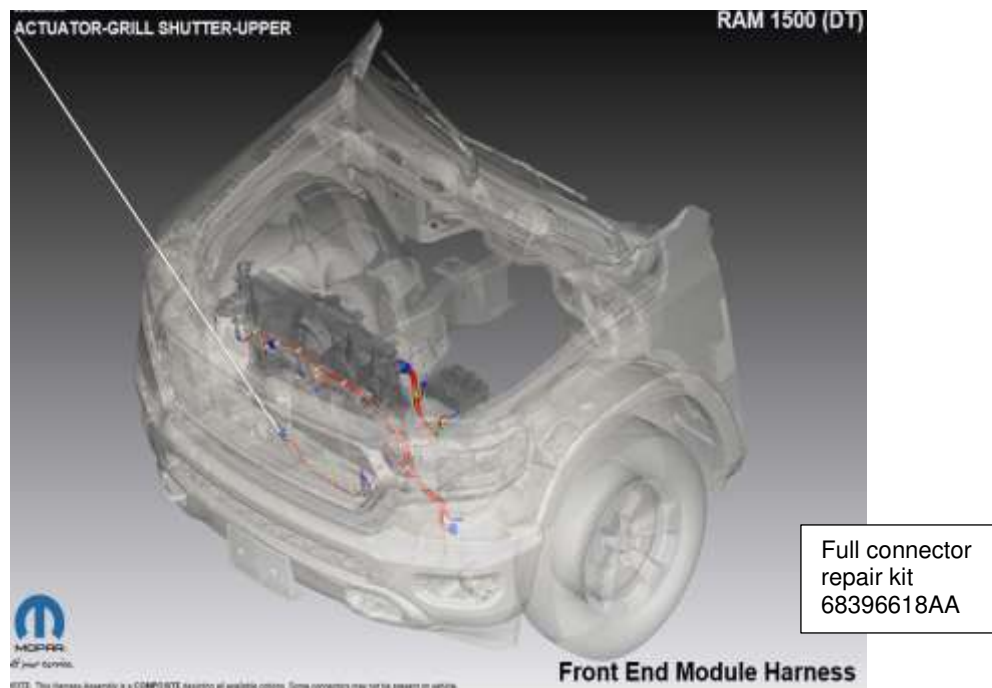


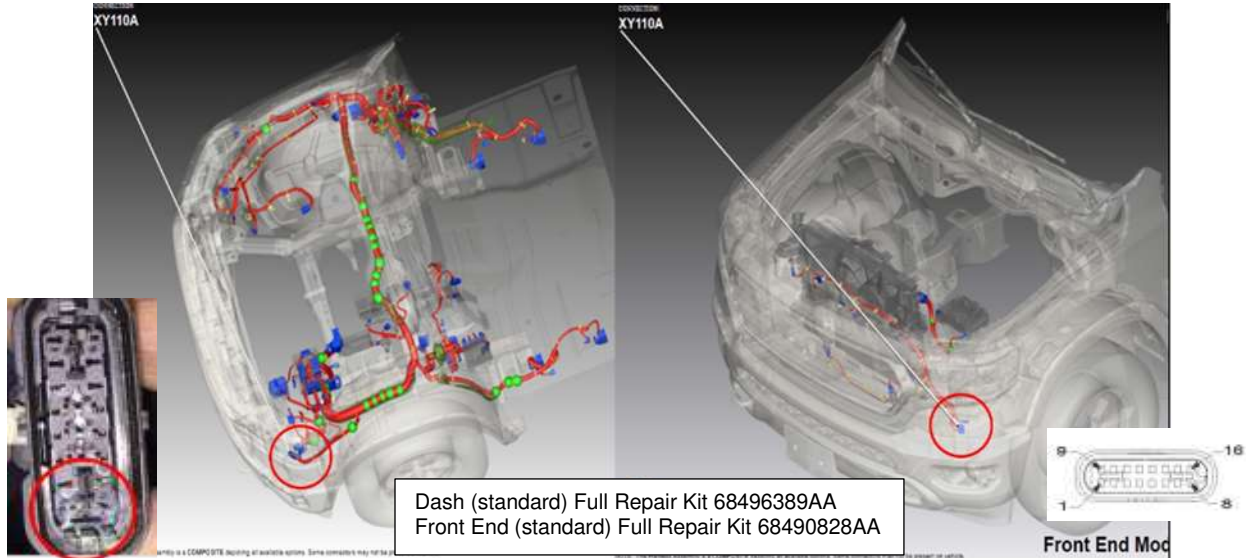
Fig 1

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.



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Wiring Diagram - COOLING SYSTEM - 5.7L

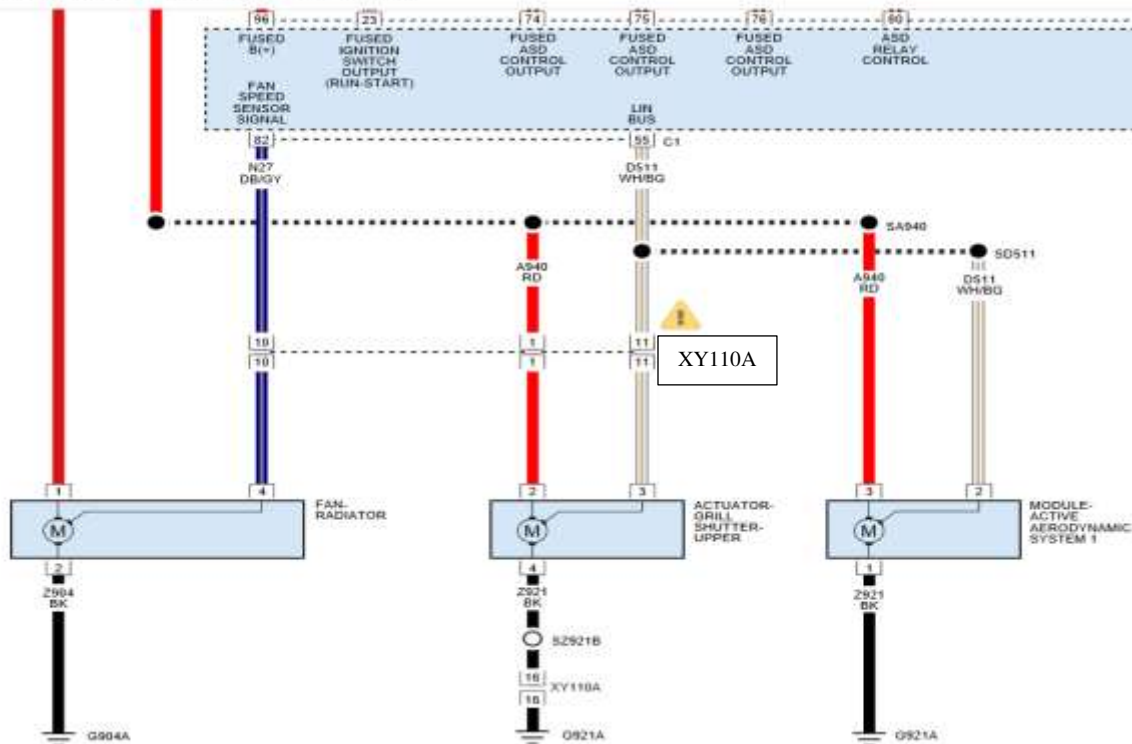


Fig 2

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