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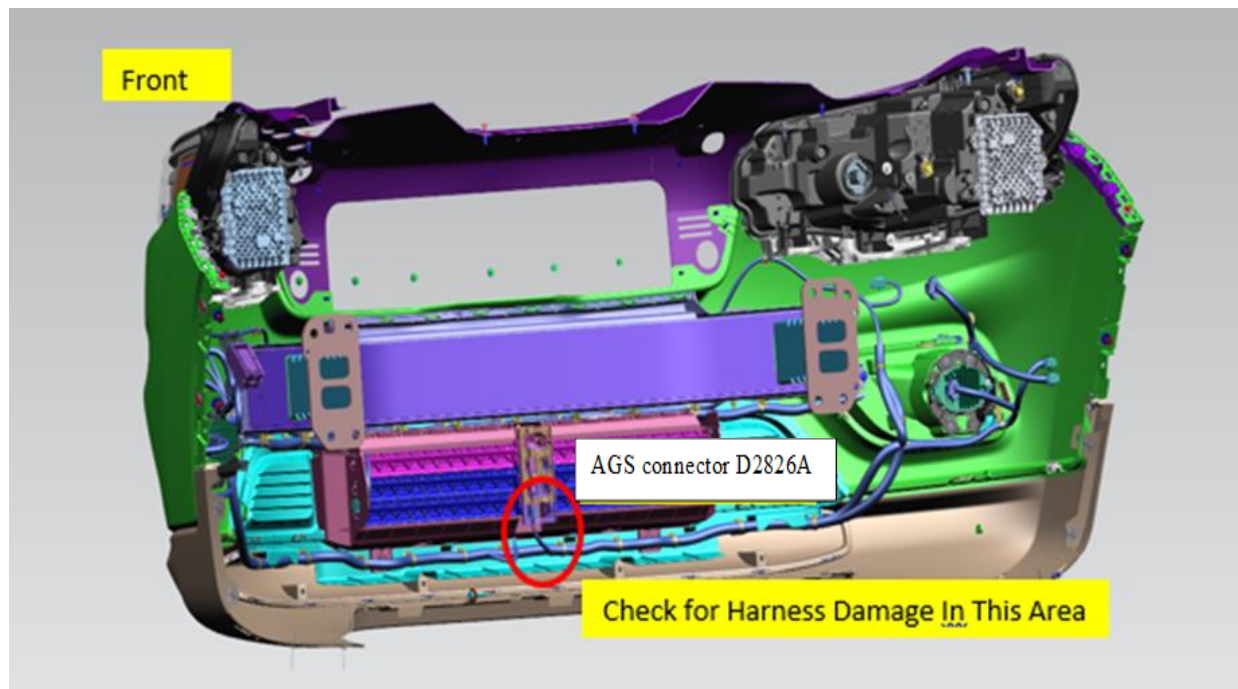
Case Number: S2008000131 Rev. D

Release Date: December 2022

Symptom/Vehicle Issue: U11E9 Lost Communication with AGS (Active Grille Shutter), Malfunction Indicator Lamp (MIL) Illuminated

Customer Complaint/Technician Observation: Owner complains of the cluster warning MIL lamp is on. Technician observed Diagnostic Trouble Code (DTC) U11E9 Lost Communication with AGS.

Repair Procedure: Inspect the below suspect connector and wiring harness locations for signs of damage. Inspect harness as needed at suspect locations looking for stretched or twisted circuit wires (example below). Disconnect and reconnect the AGS Connector (D2826A) to ensure it is properly seated if no signs of damage or corrosion.



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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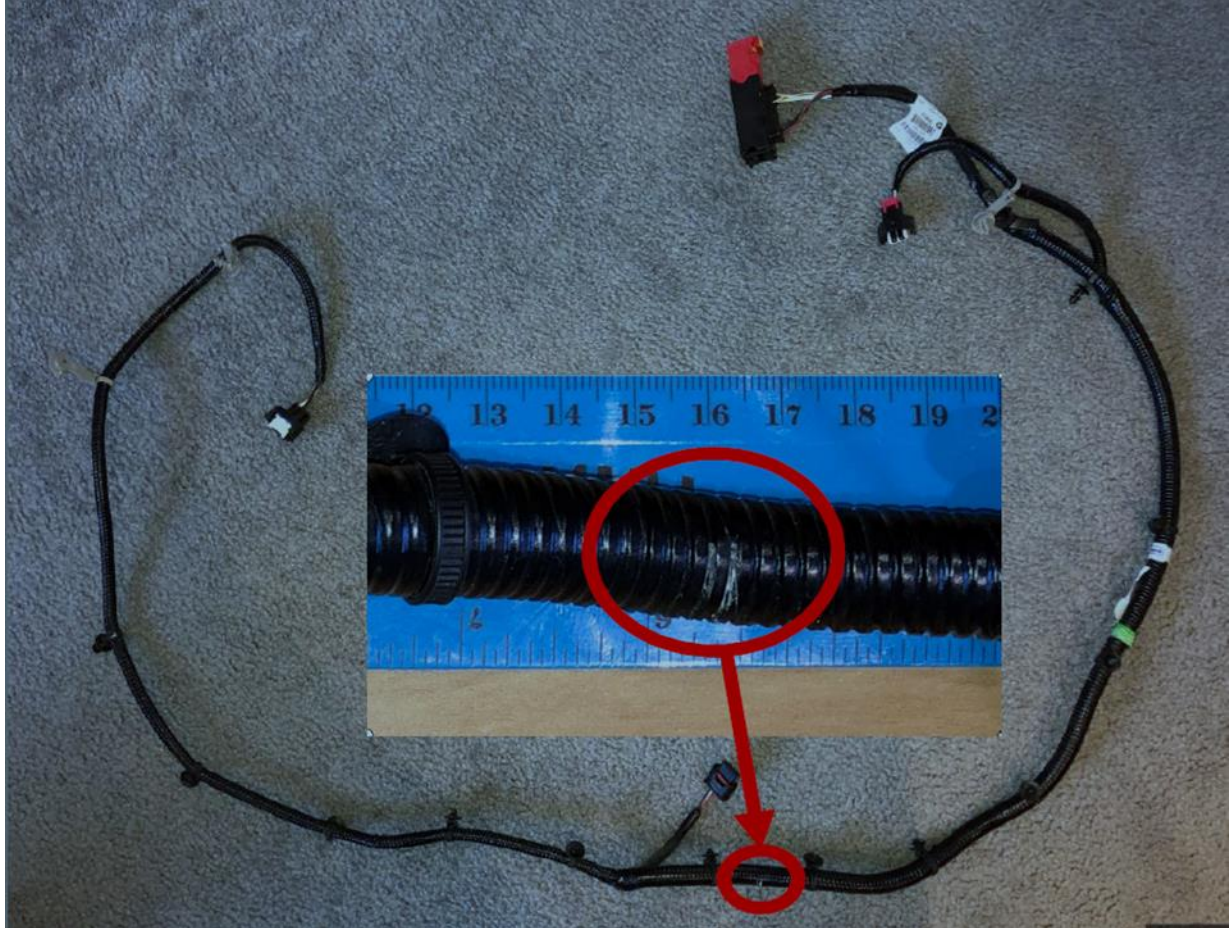
Damaged AGS Wiring and Connector Location Points

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Damaged AGS Wiring Harness Example Location

A 4-way AGS connector repair kit 68396618AB is available for damaged or corroded connector conditions that cannot be repaired. Repair any suspect harness areas identified using the standard harness repair process in Service Library before replacing the harness.

Verification: With scan tool, erase all DTCs. If the DTC returns, follow U11E9-Lost Communication with AGS diagnostic procedure in Service Library to further isolate the area of concern.

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