



U069E

Lost Communication With Coolant Heater A

U069E is a network communication code indicating that a control module on the vehicle's data bus has lost contact with the coolant heater module, which is often an electric block heater or auxiliary cabin heater. The module that sets this code expects regular status messages from the coolant heater and has stopped receiving them for a calibrated period, so it flags the communication fault and may disable the heater function.

SYSTEM	CODE TYPE	SEVERITY	FIX DIFFICULTY	AREA
Network	Generic (all makes)	Low	Intermediate	Network communication

Symptoms you may notice

- Illumination of the malfunction indicator lamp (MIL) or a message on the driver information center
- The coolant heater or auxiliary cabin heater does not activate, leaving the engine slow to warm or the cabin cold on demand
- Remote start or scheduled preconditioning features may fail to run the heater
- Often no symptoms besides the warning light, because the heater is a comfort and emissions aid rather than a drivability component
- In cold climates, extended warm-up times and reduced cabin heat during the first minutes of operation

Common causes, most likely first

- 1 A blown fuse or tripped circuit breaker supplying power to the coolant heater module
- 2 Damaged, corroded, or disconnected wiring at the coolant heater connector, often from road splash or heat exposure
- 3 Failure of the coolant heater control module itself, including internal communication circuit faults
- 4 A faulty controller area network (CAN) bus segment or a shorted communication wire between the heater and the network gateway
- 5 Low battery voltage or a poor ground connection that prevents the heater module from powering up and communicating
- 6 A network gateway or body control module that has lost its configuration or has an internal fault affecting the bus
- 7 Water intrusion into the heater connector or module housing causing intermittent communication loss



How to diagnose and fix it

- 1 Verify battery voltage and charge the battery if low, then clear the code and retest to see if it returns
- 2 Inspect the coolant heater fuse and relay, and check for power and ground at the heater connector with a multimeter
- 3 Visually inspect the heater harness and connector for corrosion, chafing, or water intrusion, and repair as needed
- 4 Use a scan tool to check for communication with the coolant heater module directly; if it does not respond, perform a resistance and voltage drop test on the CAN bus wires
- 5 Check the network gateway and body control module for related communication codes and verify their software is current
- 6 If power, ground, and bus integrity are confirmed, substitute a known-good coolant heater module or perform a module self-test per the manufacturer's procedure
- 7 After repair, clear codes and verify the heater activates and the code does not reset during a complete drive cycle

What technicians overlook on U069E

- A weak or failing battery is a frequent culprit because the coolant heater module may drop offline during cranking, setting a communication code that looks like a wiring fault.
- The code can be stored by a module other than the heater itself, so always check which module reported U069E before replacing parts.
- Aftermarket accessories wired into the same bus or power circuit, such as dash cams or remote starters, can disturb communication and cause this code intermittently.
- On some vehicles the coolant heater shares a bus segment with other auxiliary components, so a single failed module on that segment can set U069E along with several other U-codes.
- A heater that works perfectly on a bench test may still set U069E if its software is outdated or if the bus termination resistance is out of specification.

Can I keep driving with U069E?

The vehicle remains safe to drive because the coolant heater is an auxiliary comfort and emissions device, but you should avoid relying on remote start or cabin preconditioning until the fault is repaired. In freezing conditions, allow extra warm-up time and monitor for any additional communication codes that could indicate a broader network problem.



Tools that help

- OBD-II scan tool with bidirectional communication and live data capability
- Digital multimeter with resistance and voltage drop functions
- Fuse puller and test light
- Wiring diagram and connector pinout for the vehicle
- CAN bus termination resistor or breakout box for bus testing

Reading U069E

U	Network: communication between the vehicle's control modules.
0	Generic (SAE) code: it means the same thing on every OBD-II vehicle.
6	Network communication.
9E	The exact fault within that area.

Often seen with

U0100 Lost Communication With ECM/PCM A · **U0140** Lost Communication With Instrument Panel Cluster · **U0164** Lost Communication With HVAC Control Module · **U069D** Lost Communication With Exhaust Gas Temperature Sensor Bank · **U069F** Lost Communication With Exhaust Pressure Sensor C

See it working

Watch the animated explainer [Engine Cooling System Trainer: How Engines Stay Cool](#) on Auto Veteran to see the parts involved moving.

Full guide, related articles and animations: <https://www.autoveteran.tech/dtc-codes/u069e/>

