

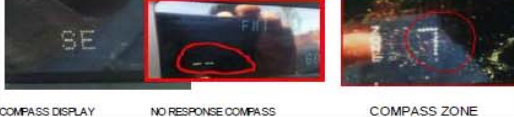








General Service Bulletin (GSB):	Interior Rear View Mirror
GSB Overview:	Use this document to help determine warrantable / non-Warrantable conditions on Interior Rear View Mirrors
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

MOST COMMONLY MISDIAGNOSE INTERIOR REAR VIEW MIRROR CONDITIONS

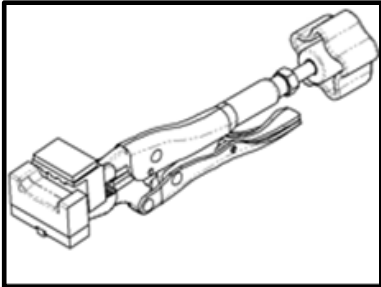
(REARVIEW MIRROR REPLACEMENT NOT REQUIRED)

CATEGORY	ISSUE/ SYMPTOM	ACTION	HOW TO CORRECT <u>Follow Work Shop Manual for details.</u>	REFERENCE IMAGES
1	LOOSE MIRROR Rattle Shakes Vibrates	Verify that mirror is fully seated on windshield button.	Refer to: WSM section 501-09 Damage caused by improper tool /usage may not be warrantable.	 <p>Proper GENTEX REMOVAL TOOL Proper GENTEX INSTALLATION TOOL Proper MAGNA MAGNA and Gentex (out of US) REMOVAL TOOL</p>
2	COMPASS East reads West and Vice Versa	Verify mirror is not UP SIDE DOWN	Rotate mirror head 180 degrees, check zone and recalibrate. WSM section 419-11	 <p>COMPASS DISPLAY Examples of MIRROR UPSIDE DOWN</p> <p>Microphone should be at the top not bottom. Mirror should be narrowed to the top not bottom.</p>
3	COMPASS Does Not Read/No Response --	Recommend: RECALIBRATION Loss of calibration may occasionally occur.	Reset correct zone and recalibrate. WSM section 419-11	 <p>COMPASS DISPLAY NO RESPONSE COMPASS COMPASS ZONE</p>
4	MICROPHONE No Voice Recognition	Verify Sync is not responding at all and is not responding as: No phone, No USB, etc.	Do not replace mirror, refer to: WSM section 415-00 for Sync diagnosis.	 <p>MICROPHONES</p> <p>If Voice command features such as Phone, USB, etc. are responding with 'No Phone Connected', 'No USB Connected', etc. the microphone is working and is responding appropriately.</p>
5	DIMMING Not Dim Enough	Verify the Glare sensor is not blocked.	Unblock Glare sensor/Lower rear headrests, etc. WSM section 501-09	 <p>CLEAR BOTTOM GLARE SENSOR CLEAR TOP GLARE SENSOR LOWER HEAD REST</p>
6	DIMMING Dim All The Time	Verify the Ambient light sensor is not blocked.	Unblock Ambient Light sensor WSM section 501-09	 <p>AMBIENT SENSOR CLEAR AMBIENT SENSOR WAS TAPED MIRROR ON THE WINDSHIELD WITH NOT A BLOCKED SENSOR</p>
7	FRACTURE Damaged	Verify the Fracture is not a single thin line.	Crow Foot fracture is a symptom of impact damage.	 <p>TYPICAL CROW FOOT FRACTURE NOT A SINGLE THIN LINE BRAKE</p>
8	DISPLAY Blue Screen Display	Verify that rear view camera is connected properly and vehicle is not equipped with automatic start.	Do not replace mirror. Blue screen is indicator of camera disconnect not dysfunctional Mirror display.	 <p>BLUE SCREEN INDICATES GOOD FUNCTIONAL MIRROR DISPLAY WHITE SCREEN INDICATES ISSUE WITH THE DISPLAY. REPLACE MIRROR.</p>
9	MIRROR INOP. Does Not Work	Verify that Mirror is equipped with feature such as: auto dimming, compass, microphone, etc.	Do not replace mirror: - if vehicle not equipped with feature - if the issue is with windshield button or overhead wires	 <p>THERE IS NO MICROPHONE. THE MIRROR CAN NOT HAVE MICROPHONE ISSUE. ALL MANUAL DAY/NIGHT FLIP MIRRORS HAVE NO AUTO DIMMING OPTION, NO SENSORS, NO WIRES, NO MICROPHONE, etc. WINDSHIELD BUTTON (PURPLE) IS NOT A PART OF INSIDE REAR VIEW MIRROR.</p>

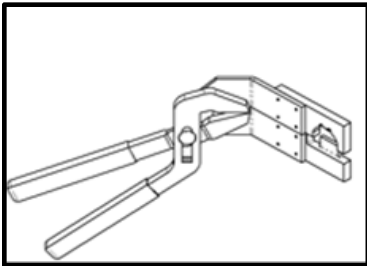
Interior Mirror Installation and Removal Service Tools

These tools are for GENTEX mirrors only.

TOOLS REQUIRED



501-190
Auto Dimming Rear view Mirror
Remover



501-191
Auto Dimming Rear view Mirror
Installer



NO TOOLS REQUIRED

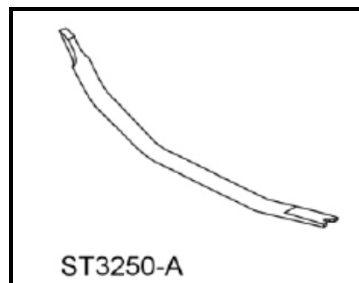


Interior Mirror Installation and Removal Service Tools

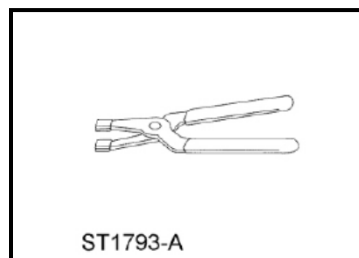
These tools are for MAGNA mirrors only



MAGNA MOUNT



501-D118A
Auto Dimming Rear view Mirror Remover



501-025 (T94P-17700-AH)
Installer, Rear View Mirror

Interior Mirror-Improper Removal

NOTE: If the windshield has been replaced and the mirror is loose, the windshield replacement company is responsible for repair costs. Removal of the rear view mirror must be done using the special tool and the process outlined in the workshop manual (if not removed properly, damage to the mirror and windshield may occur).



Improper removal can cause the windshield to break.



Scratch marks on the outside of the show improper removal.



Improper removal can cause the clip to break. These are definitive signs of improper removal and therefore NOT warrantable.



Scratch marks on the inside of the mount indicate that the mirror was removed incorrectly. These are definitive signs of improper removal and therefore NOT warrantable.

Interior Mirror-Compass

Vehicles Affected

2007MY-present Ford/Lincoln/Mercury vehicles

Typical Customer Complaint

- Compass does not read correctly
- Compass direction is backwards (East/West reversed)
- Compass is not responding

NOTE:

Majority of these claims are due to the compass losing communication, in the wrong zone or calibration was performed with the mirror upside down.

Interior Mirror-Rear Camera Display (RCD)

Vehicles Affected

2008MY-present ALL Ford/Lincoln/Mercury vehicles

Typical Customer Complaint

- Video display turns blue when put into reverse
- Video display flashes
- Video display is distorted

NOTE:

If the Interior rear view mirror is displaying a blue screen, then the mirror is fine refer to WSM

BLUE VIDEO DISPLAY NOT A MIRROR ISSUE



Interior Rear View
Mirror GSB vers 3.0

INOPERATIVE DISPLAY



Ford Motor Company

Interior Mirror-Dimming Issues

Vehicles Affected

2007MY-present ALL Ford/Lincoln/Mercury vehicles

Typical Customer Complaint

- Mirror is not working correctly
- Mirror is not dimming enough
- Mirror operation is intermittent
- Mirror is not operating all the time
- Mirror is always dark

NOTE:

Verify that there are not any objects blocking the mirror.

Interior Mirror-Dimming Issues Always Dark

Vehicles Affected

2007MY-present ALL Ford/Lincoln/Mercury vehicles

Typical Customer Complaint

Mirror is not working correctly
Mirror is always dark

NOTE:

Majority of the claims are due to the mirror Ambient Light Sensor being blocked.



If the mirror is always dark, the forward facing sensor is blocked. Typical blockage is caused from stickers, parking tags or an E pass module.

