

Exterior Mirror GSB

General Service Bulletin (GSB):	Exterior Mirror Warrantable / Non-Warrantable Conditions
GSB Overview:	Use this GSB to help determine (Warrantable / Non-Warrantable) Exterior Mirror defects vs. damage
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.	

Requirements for Warranty

1. Before evaluating potential warranty, the exterior mirrors should be thoroughly cleaned to remove all dirt, bugs, etc. Refer to Owners Guide for cleaning product recommendations.
2. Perform a detailed inspection of the mirrors for impact damage or other external influence. The impact witness marks are often very subtle, such as shiny or flat spots in the plastic grain. Other indicators of damage include:
 - a. Scratches / scrapes / cracks on the mirror plastic housing, turn signals, etc.
 - b. Paint transfer marks on the mirror housing
 - c. Glass surface scratches or cracks
 - d. Glass with multiple cracks (spider web formation vs. single line crack)
 - e. Glass loose due to broken pivot or missing jackscrews
 - f. Glass reattached (glued) after impact
 - g. Broken mirror folding pivot / neck / housing
 - h. Broken mirror motor plate
 - i. Damage from external heat source
 - j. Mirror glass missing
 - k. Attachments loose due to impact
3. If the mirror(s) have faded streaks / dull / discoloration / wavy / uneven gaps or melted surface, this is an indication of chemical / heat exposure and is NOT warrantable. Use of improper cleaning products / wax or exposure to extreme heat sources may damage the mirror.
4. If the mirror(s) have impact damage or other external influence, they are NOT warrantable. If the transportation company damages the mirrors, DO NOT submit claims as warranty refer to the Warranty and Policy Manual for submitting transportation damage claims.
5. If both mirrors are exhibiting the symptom at the same time, this is more likely a vehicle and/or electrical concern (switches, fuses, wiring). Refer to WSM 501-09 for proper pinpoint testing and diagnostics. Mirrors may be subject to a warranty chargeback if no problem was found during part review and testing at the Warranty Parts Return Center.
6. If a concern is deemed to be warrantable, ensure that the lowest level service component is replaced instead of the entire mirror assembly, when possible. Failure to do this may result in a warranty chargeback for over-repair.

Serviceable Mirror Components

Many mirrors can be serviced at a lower level, for example:

1. Glass assembly
2. Glass motors
3. Courtesy / Logo lamps
4. Mirror turn signals
5. Skull caps

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EXAMPLES OF WARRANTABLE ITEMS (Service at lowest level possible)



A single crack (without impact refer to Pen Test below), either curved or straight with no splintering, is due to mirror imperfections and thermal stress from mirror heat. Replacement of mirror assembly may not be required, service lowest level possible (glass sub-assembly).
Warrantable

Pen Test:

Note: The pen test should only be used on single line cracks to determine warrantability. Starburst pattern cracks on mirror glass are evidence of impact and **not warrantable**.

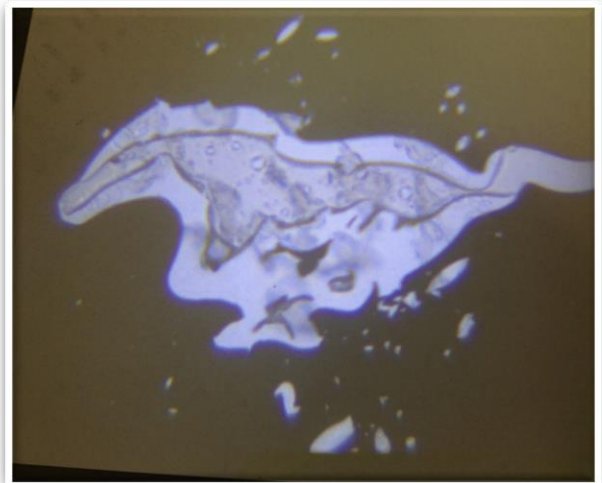
Run the tip of a ballpoint pen along the crack in the mirror glass. If impact is present, the tip of the pen will catch into the depression caused by the impact. When the pen tip stops when running along the crack in the glass, impact is confirmed.

If impact is discovered from the pen test, this cracked mirror glass is **not warrantable**.

If the mirror glass passes the pen test with no impact found, then a single line crack is **warrantable**.



Moisture in turn signal lamp without visible cracking or other signs of impact damage. Replacement of mirror assembly may not be required, service lowest level possible (turn signal).
Warrantable



Moisture is apparent in lamp. Replacement of mirror assembly may not be required, service lowest level possible (courtesy lamp).
Warrantable

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EXAMPLES OF WARRANTABLE ITEMS (Service at lowest level possible)



Bubbles or blistering without surface grain distortion, surface melting or warping may be an indication of air entrapment or temperature variation during the molding process.

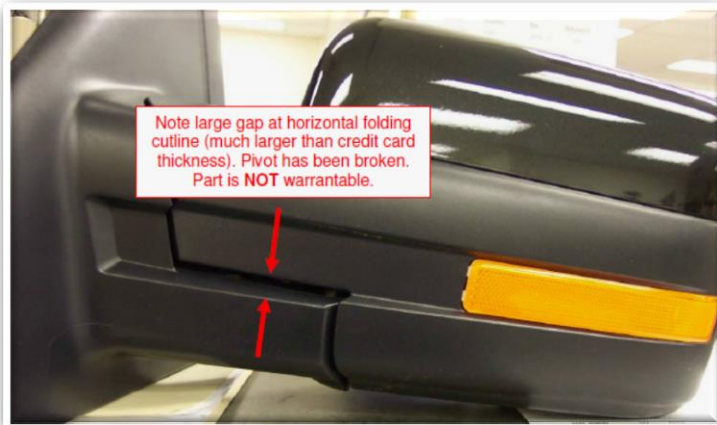
Warrantable

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(Most Common Non-Warrantable Conditions)

Refer to the following pages for examples of impact, chemical, and heat damage.

EXAMPLES OF NON-WARRANTABLE IMPACT DAMAGE



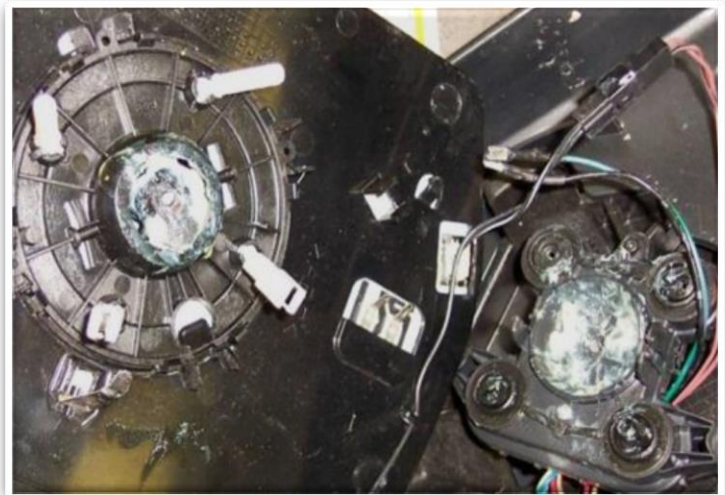
Broken pivot is an indication that the mirror may have been impacted. Thoroughly inspect the mirror for subtle impact signs and measure the gap at the folding cutline. Large gap in the cut line with or without impact marks on the mirror is:

Not warrantable



Heat stakes broken / cracked is an indication that the mirror may have been impacted

Not warrantable

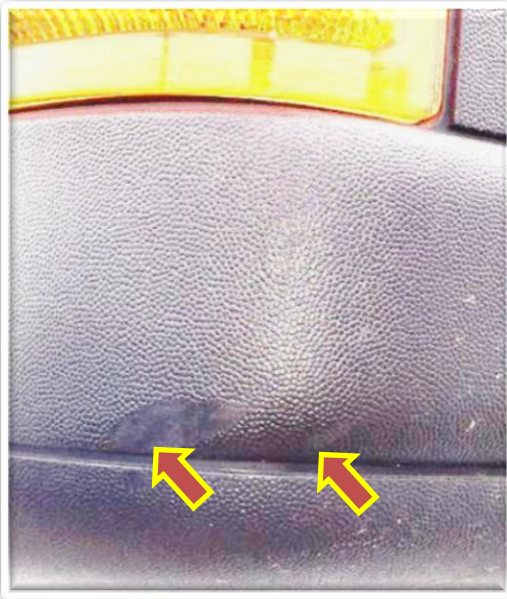


Actuator is broken due to disassembly of mirror glass outside of WSM procedure or from impact damage

Not warrantable

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EXAMPLES OF NON-WARRANTABLE IMPACT DAMAGE



Grain is rubbed off due to impact
Not warrantable



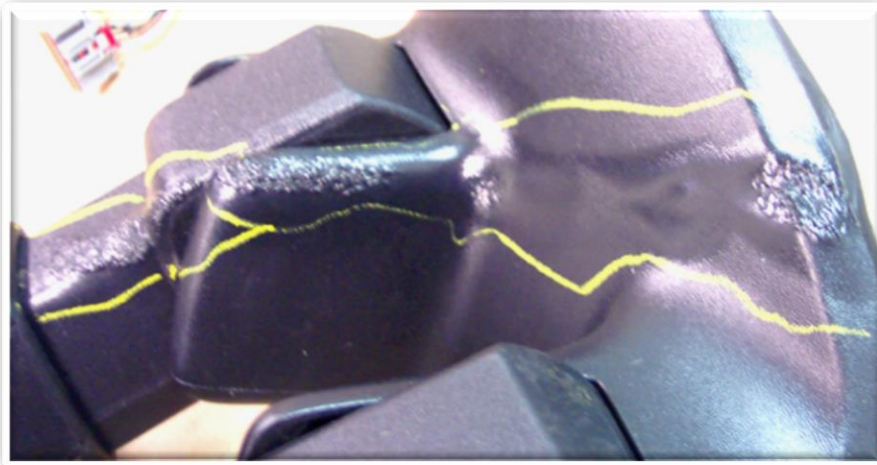
Paint is rubbed off
due to impact
Not warrantable



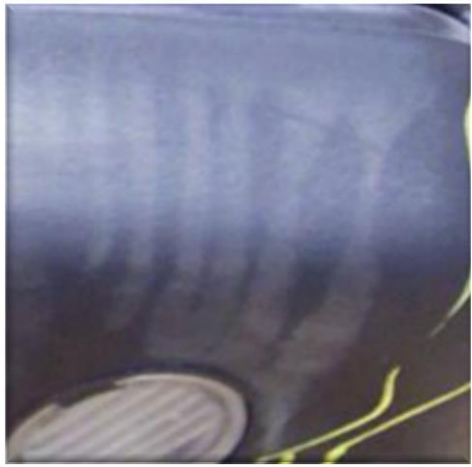
Mirror housing has scratches
Not warrantable

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EXAMPLES OF NON-WARRANTABLE CHEMICAL AND HEAT DAMAGE



Heat bubbles and visible
distortion of molded surfaces
due to extreme heat
Not warrantable



Chemical streaks from non
approved cleaners
Not warrantable



Wax deposits in the grain
Not warrantable



Wavy surfaces from
excess heat
Not warrantable

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(Exterior Mirror Replacement MAY NOT be required)

	CUSTOMER VERBATIM KEYWORDS	SYMPTOM	COMMON CAUSE / ISSUE	How to Correct Follow Workshop Manuals for details
1	Vibrate, Fold, Shake, Rattle	Mirrors vibrate while driving / Mirrors feel loose	1. Powerfold mirror was manually folded in/out	<u>Refer to WSM section 501-09</u> General Procedures or Owner's Guide Power Folding Mirror Synchronization NOTE: Performing a synchronization without a mirror defect is not a warrantable condition.
			2. Mounting Fastener Loose	<u>Refer to WSM section 501-09</u> Tighten mounting fasteners to proper torque
			3. Glass backing plate assembly clips are not fully engaged around glass adjustment mechanism	<u>Refer to WSM section 501-09</u> Remove and reinstall glass sub assembly ensuring all fastening clips are engaged
			4. Glass Adjustment Mechanism Faulty	<u>Refer to WSM section 501-10</u> Rearview Mirror Removal and Installation Replace glass adjustment Mechanism (actuator) if necessary
2	Fold, Pop, Not working	Powerfold mirrors are functioning improperly	1. Blown Fuse	Replace fuse if necessary; <u>Refer to WSM section 501-09</u> NOTE: Replacing a fuse by itself is not a warrantable condition.
			2. Powerfold Motor Faulty	<u>Refer to WSM section 501-09</u> conduct Pinpoint Tests in WSM
3	Extend, Retract	Mirrors won't extend or retract	1. Telescoping Mirror Inoperative	<u>Refer to WSM section 501-09</u> Check for obstructions / damage** on the mirror assembly. Check components, switches, connectors, etc. of mirror control circuit elements
4	Heat, Defrost	Exterior mirror(s) not defrosting	1. Heated Mirror(s) Inoperative	<u>Refer to WSM section 501-09</u> 1. Ensure customer is using rear defrost 2. Conduct Pinpoint Tests
			2. Connector not Seated	<u>Refer to WSM section 501-09</u> Remove the mirror glass backing plate assembly and verify the connector is seated
			3. Glass cracked	Refer to Pen Test on page 4 If necessary, replace mirror glass NOTE: Cracked glass caused by impact damage is not a warrantable condition.

**A defect as a result of obstruction / damage is not a warrantable condition.

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(Exterior Mirror Replacement MAY NOT be required)

	CUSTOMER VERBATIM KEYWORDS	SYMPTOM	COMMON CAUSE / ISSUE	ACTION
5	Memory	Mirror memory function not working properly	1. Mirror Motor Faulty	<u>Refer to WSM section 501-09</u> Verify customer concern; conduct Pinpoint Tests in WSM
6	Dim	Driver's side mirror does not dim or is always dim	1. Auto-Dimming Feature Inoperative	<u>Refer to WSM section 501-09</u> Verify customer concern; conduct Pinpoint Tests in WSM
7	BLIS, Blind Spot Indicator	Improper illumination of BLIS	1. BLIS is Inoperative	<u>Refer to WSM section 419-04</u> Verify customer concern; conduct Pinpoint Tests in WSM
8	Puddle, Logo, Courtesy, Light, Lamp	Courtesy/Logo Lamp is not functioning properly	1. Lamp Assembly is Loose (clip, housing) 2. Image is Distorted	<u>Refer to WSM section 417-02</u> Verify customer concern; conduct Pinpoint Tests in WSM NOTE: Lamp assembly is available at a lower level service
9	Mirror Glass - Adjust Click	Glass will not properly adjust	1. Blown Fuse	Replace fuse if necessary; <u>Refer to WSM section 501-09</u> NOTE: Replacing a fuse by itself is not a warrantable condition.
			2. Mirror Motor Faulty	<u>Refer to WSM section 501-09</u> Check for damage** on mirror assembly and behind the glass NOTE: Mirror motor available at a lower level service.
			3. Glass Assembly Misaligned/ Damaged	1. Check for damage** on mirror and glass assembly 2. Check for misalignment of glass assembly, reseal if necessary NOTE: Glass Assembly is available at a lower level service.
10	Turn Signal, Turn Indicator	Turn signal indicator is inoperative or otherwise not functioning properly	1. Housing Fills with Water or Moisture	<u>Refer to WSM section 417-01</u> Verify customer concern; check for impact damage; conduct Pinpoint Tests NOTE: Most Lamp Assemblies may be available at a lower level service.
			2. Lamp Assembly needs Replacement	
			3. Turn Signal is Faulty	

**A defect as a result of damage is not a warrantable condition.