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Case Number: S1623000028 REV. I

Release Date: May 2026

Models Affected:

2019 – 2026 RAM 1500 (DT)
2013 – 2024 RAM 1500 (DS)
2013 – 2026 RAM 2500 (DJ)
2013 – 2026 RAM 3500 (DD)
2013 – 2026 RAM 3500 (D2)
2013 - 2026 RAM 4500/5500 (DP)
2014 - 2026 RAM ProMaster (VF)
2017 - 2026 Chrysler Pacifica (RU)
2014 - 2026 Dodge Durango (WD)
2014 - 2022 Jeep Grand Cherokee (WK)
2021 - 2026 Jeep Grand Cherokee (WL)
2022 - 2026 Jeep Wagoneer (WS)

Symptom/Vehicle Issue: Outside Power Fold Rearview Mirror Noise Or Loose At Pivot. Mirror Contacts Door Window Glass In The Folded Position.

Discussion: If the mirror head or pivot appears to be loose or the mirror head is not moving or hitting windows when folding in, bouncing, or making popping or clicking or grinding noise. The mirror should be power folded closed and open (move the mirror to its full forward position and then to full retract position) 3 times by pushing the power fold button on the driver switch panel, to reset the mirror. The mirror features a clutch system that when the mirror is folded manually by hand engages clutch to prevent motor or mirror damage. While powering the fold motor you may hear a click or snap. This noise is the clutch locking in. This should correct the loose mirror head condition. If the condition still exists, the mirror assembly will require replacement.

Note:

1- The looseness of power fold mirror does not necessary indicate a defective mirror, it may be caused by folding it manually rather than using the power fold feature. If the mirror is adjusted manually out of the proper detent, always use the button to adjust it back into sync.

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Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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2- In the circumstance where left hand mirror and right hand mirror, are in different positions, perform the mirror resetting procedure to re-sync the mirrors together.

The intended use of the power fold mirrors is by pushing the button to fold and unfold the mirrors. Only manually fold the mirrors when necessary.

3- For customer complaints of mirror contacts glass and makes a clunk noise do not replace the mirror. Place a piece of paper on the window glass in the area of mirror travel. Power fold the mirror and see if the paper is pinched to the glass by the mirror. If the paper is not held by the mirror housing to the glass, the noise is simply the mirror contacting the fold stop. This is normal and does not require replacement.

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