



Service Bulletin

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Warranty Claims Submission – Outside Rear View Mirrors

Models: 2013 and Prior GM Passenger Cars and Light Duty Trucks

This bulletin is being revised to add the 2013 model year. Please discard Corporate Bulletin Number 10-08-64-002A.

Warranty Submission Guidelines for Outside Rearview Mirrors

When submitting outside rearview mirrors for replacement under warranty, please be aware of the following statement as printed in the General Motor New Vehicle Warranty.

“Lights, lenses, mirrors, paint, grill, moldings and trim are not covered for cracks, chips, scratches, dents, dings and punctures or tears as a result of impact with other objects or road hazards.”

Warrantable vs Non-Warrantable Conditions

Outside rearview mirrors are one of the only electro-mechanical items that reside on the exterior of a vehicle. This increased functionality and necessary mounting location exposes these components to both the environment and the possibility of physical damage from road hazards. Impact damage is not always readily apparent, or may result in a judgement call on your part when assisting the customer. This bulletin has been created to assist in identifying customer use that should be considered a warrantable condition, as well as outline conditions that are not acceptable.

Outside rearview mirrors are covered for any manufacturing defect both in function and finish. The presence of minor stone chips, bug mark staining, etc. should not preclude mirror replacement for functional concerns. Replacement for finish stone chips, marks, and scratches will not be allowed. Finish fading, chrome flaking/peeling, or delamination NOT as a result of road hazards or impacts should be allowed.

Important: Mirrors with textured patterns or intentionally flat finishes should not be polished with car wax. (Only glossy painted and chrome mirrors may be polished) These products may create inconsistent areas that are glossy in appearance or become trapped in textured finishes resulting in a chalky appearance. Mirrors should NOT be replaced for wax build-up. Customers may be able to remove caked wax with soap and water and a soft bristle brush.

Examples of Exterior Mirror Damage

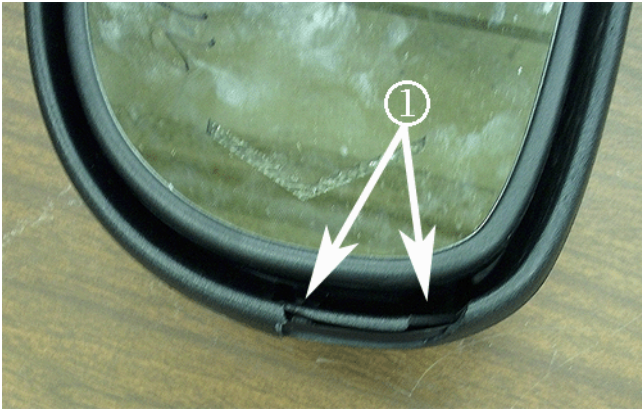
The following are examples of various external damage impacts that are not eligible for warranty replacement.

Distortion of the Mirror Arm



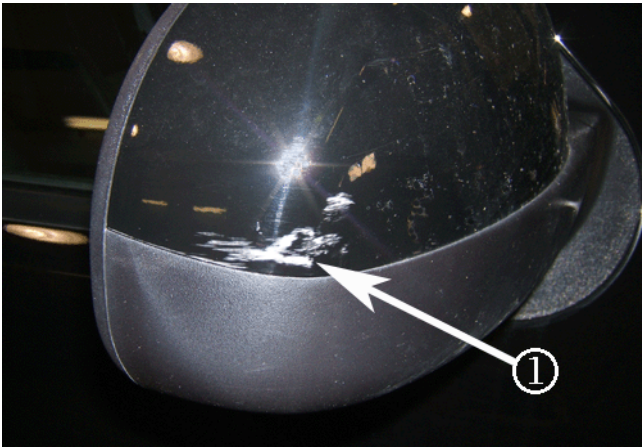
Located close to the hinge point of the mirror (1), this impact has distorted the arm of the mirror. Beyond appearance issues, this type of impact may damage the mirror hinge, create a loose mirror subject to vibration or damage internal components depending on the speed at which the impact occurred.

Mirror Housing Cracked On Edge



This type of damage is the result of an impact while driving in reverse or contact with another object pulling past a stationary vehicle. This type of damage is not warrantable.

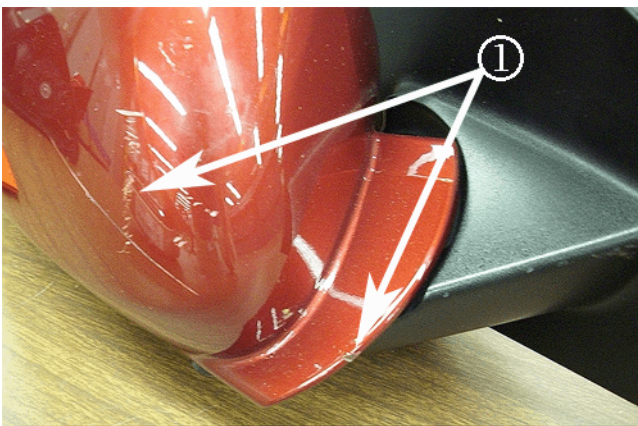
Light Scrape with Paint Deposit on Mirror Shell



This mirror has been lightly contacted and shows a transference of paint that is on top of the mirror finish. This mirror is not warrantable for the finish damage, but could be claimed for any mechanical issues, as the housing has not been damaged nor has any deflection occurred.

The white paint on the surface of this mirror could be removed by the customer using most any automotive cleaner wax as long as care is taken not to get wax on the lower textured surface of the mirror.

Firm Contact While the Mirror is Folded

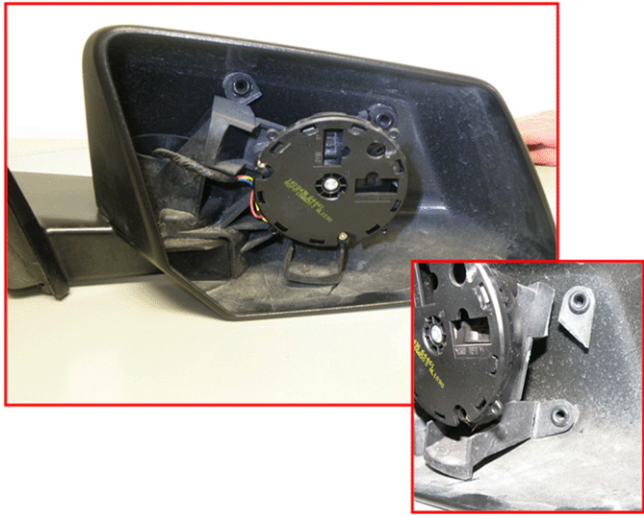
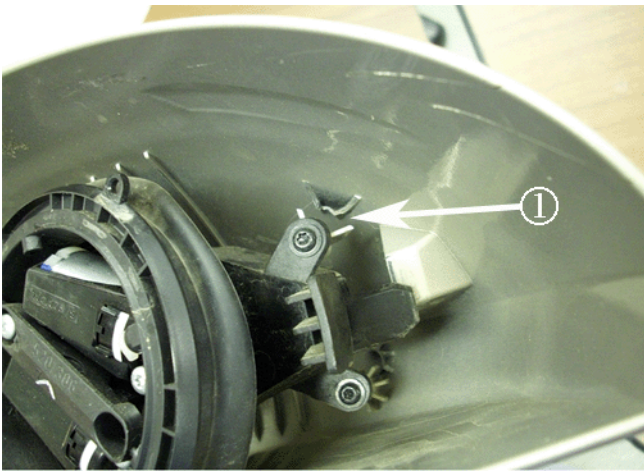


The damage on this mirror occurred while the mirror was already folded in. The scuff on the back side of the shell has deep scratches indicating firm contact. The lower arrow in the photograph identifies a chip in the paint on a surface that is only exposed when the mirror is folded in. This type of damage is not warrantable and may cause internal damage to the mirror as described in the next section.

Internal Component Damage from Impacts

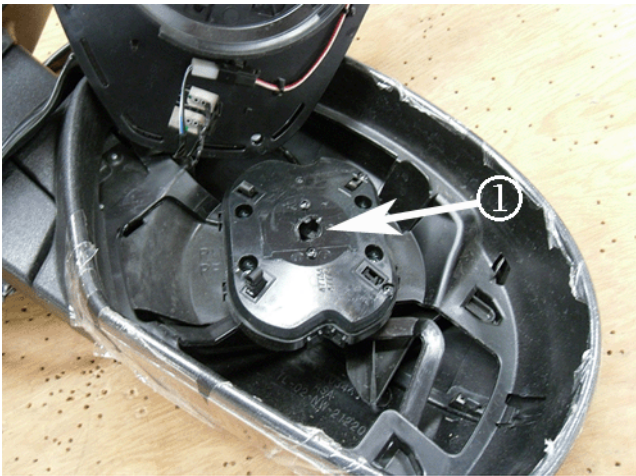
The following are examples of internal damage resulting from impacts that have severely deflected the exterior housing.

Broken Housing Attachment Bosses



The mirror pictured was impacted with enough force to crack the attachment point where the shell is secured to the mirror assembly. This type of internal damage is not warrantable if there is any evidence the housing has been hit.

Glass Sheared Off the Actuator



In this example, the housing of the mirror has deflected / deformed enough during an impact that the glass has been separated from the actuator. This type of condition is more difficult to identify, as an impact with a softer object such as a smooth tree trunk may not leave a witness mark in all cases. This type of damage should not be warranted.

Other Concerns With Exterior Mirrors

While the primary focus of this information is to properly identify impact damage, other types of physical and finish concerns should be considered as non-warrantable.

- **Instant Car Wash Damage:** This is typically physical damage to the housing, mount or hinge resulting from the physical action of out of adjustment or

poorly maintained car wash systems. If the mirror is broken, examine any sharp edges for remnants of car wash brush material.

- **Progressive Car Wash Damage:** Characterized by significant dulling and/or very fine scratches on the farthest reaching points of the mirror shell. This is a finish concern caused by frequent automatic car washes using aggressive or soiled brush materials. This abrasive action wears down the finish on the ends of the mirrors.
- **Discoloration of the Mirror Glass in a Shape / Cracked Glass:** Sometimes identifiable by glue residue left on the mirror glass. This type of damage may be caused by stick-on aftermarket convex mirrors. The glue may harden and remain on the glass or darken the glass. A cracked mirror glass with glue remnants may be from prying on the glass surface with a screwdriver to remove a no longer wanted stick-on mirror (Not Applicable to HHR or any models with factory installed Spot mirrors).

Warranty Transaction Submittal and Accompanying Returned Parts Guidelines

It is vital whenever outside rear view mirrors are replaced under warranty to be thorough and complete when identifying the reason for the replacement. Complete information will both assist General Motors in quickly identifying trends in consumer concerns and substantiate the mirror replacements subsequent charge to warranty.

Warranty Debits

- If parts are requested for review by General Motors, please be sure to package the parts securely. It is not always possible during analyses to differentiate physical damage sustained during shipping, from impact damage that may have been present on the vehicle. This type of situation may result in a debit.
- Mirrors judged to have required replacement due to road hazard or customer abuse will result in a debit.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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