

**Subject:** Engineering Information – Power Outside Folding Rearview Mirror Shakes, Clicking and/or Noisy While Folding or Loose Between Mirror Head and Mirror Base

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019	-	-	-	-
	Silverado 1500	2020	2020				
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2020				

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> <li>• Power outside folding rearview mirror shakes.</li> <li>• Clicking and/or noisy while folding</li> <li>• Loose between the mirror head and mirror base</li> </ul>
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

## Correction

If you encounter a vehicle with the above concern, answer the following questions listed below and contact the engineers with your findings.

1. Was the mirror power folded in or manually folded in?
2. Was the mirror manually folded forward?
3. Was the mirror in the drive position?
4. What kind of forces were exerted on the mirror head prior to noticing the failure?

## Contact Information

Engineer Name	Phone Number
Scott Sorbie	586-907-0541
Nigel Jones	586-907-4808

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2085998*	Engineering Information – Power Outside Folding Rearview Mirror Shakes, Clicking and/or Noisy While Folding	0.3 hr

\* This is a unique labor operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released August 14, 2019