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Coding Information

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Title: Chrome Plated C-Loop Mirror Flat Glass Cracks on MV, HV, HX Models

Applies To: MV, HV, HX, HRZN

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

04/21/2020 - Adding missing torque requirement to the mirror head installation procedure, step 3.
 04/13/2020 - Initial Article Release.

DESCRIPTION

This document will guide the user through what to look for when the flat glass mirror randomly cracks or chronically cracks on a chrome plate c-loop door mirror assembly. This does not affect the black plastic c-loop mirrors or any other style of mirror. See Table 1 below for all part numbers that are included with this condition.

Part Number	Description of Mirror Configuration
3766403C91 - C95	LH, CHR, MAN, HTD, AAT
3766404C91 - C95	RH, CHR, MAN, HTD
3766405C91 - C95	LH, CHR, MAN, HTD, CB, AAT
3766406C91 - C95	RH, CHR, MAN, HTD, CB
3768552C91 - C94	LH, CHR, MAN, HTD, SAT, ATT
3768553C91 - C94	LH, CHR, MAN, HTD, CB, SAT, ATT
4061107C91 - C94	LH, CHR, RMT, HTD, CB, LTD, AAT
3769154C91 - C94	LH, CHR, RMT, HTD, LTD, AAT
3769152C91 - C94	LH, CHR, MAN, HTD, CB, AAT
3769151C91 - C94	LH, CHR, MAN, HTD, AAT
4061108C91 - C94	RH, CHR, RMT, HTD, CB, LTD
3769153C91 - C94	RH, CHR, MAN, HTD, CB

Figure 1: Part Numbers that could be the original mirror head housing design installed on the assembly.

Background Information:

The original design of the mirror head housing that gets chrome plated did not have adequate internal ribbing to support the rim of the housing that is closest to the glass panel. During extreme cold weather the housing shrinks and clamps down on the glass panel applying stress that causes the glass to crack. The rib design has been updated to prevent this condition so mirror heads in the field can be changed to prevent further cracking issues. Due to tolerances not all original heads will exhibit this condition. This occurs mainly in colder regions or northern territories.

SYMPTOM(s)

Diagnostic Trouble Code(s) & Dashboard Indicator Light(s):

There are no DTCs for this condition

DTC/Light	Description
N/A	

Customer Observations or Concerns:

The customer is complaining about the flat glass mirror randomly cracking on either side. This can occur when the truck is just parked during extreme cold temperatures.

SPECIAL TOOL(s) / SOFTWARE

There are no special tools or software needed to preform the service list in the article.

Tool Description	Tool Number	Comments	Instructions
N/A			

SERVICE PARTS INFORMATION

The following table depicts the new replacement P/Ns for the mirror head assembly.

Part Description	Part Number	Quantity Required	Notes
MIRROR HEAD, MAIN, NH, CHR, MAN	2515521C1	1 each	No light - Left or Right
MIRROR HEAD, MAIN, LH, CHR, RMT, LTD	2515523C1	1 each	Lighted - Left only
MIRROR HEAD, MAIN, RH, CHR, RMT, LTD	2515524C1	1 each	Lighted - Right only

DIAGNOSTIC STEP(s)

WARNING:

Broken glass can cause cuts to hands and fingers. Use proper PPE during this repair.

Step	Action	Decision
#1	DIAGNOSTIC: Is the flat glass mirror panel cracked?	Yes. Remove glass panel and inspect the internal rib design of chrome plated housing per figures 1 and 2. No. No action is required.

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Step	Action	Decision
#2	DIAGNOSTIC: Do the internal ribs in the housing visually match the old (original) design shown in Figure 1? The ribs will be shorter or further away from the top/front lip of the housing. Reference Figure 2 for a visual aide showing the new design where the ribs are taller and closer to the top/front lip of the housing.	Yes. Replace the entire mirror head using new service part listed for your VIN. Note: This refers only to the flat glass mirror head and not the entire c-loop mirror assembly.
		No. Replace only the glass panel with a new service part listed for your VIN.

NOTE:

The specific ribbing designs may vary slightly from the images below. The main thing to look for is that the ribbing is taller (closer to the back of the glass) in the newly revised mirror heads.



Old (Original) Design has lower or no ribbing in the areas shown in **RED**.
(There will not be ribbing in these areas indicated in **RED**)

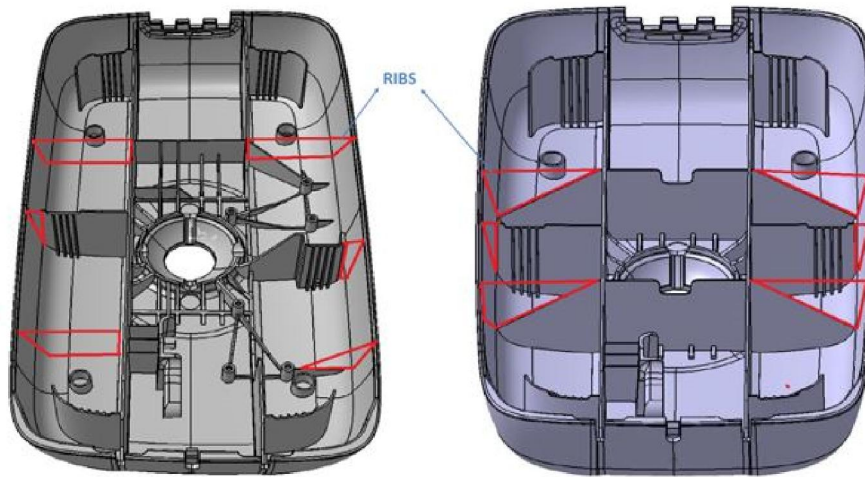


Figure 1: Inspection aid for original internal rib design - If you have this style replace the mirror head

New Design has higher and/or fuller ribbing in the areas shown with **RED** circles.
(There will be higher ribbing in these areas indicated with **RED** circles that is closer to the glass.)

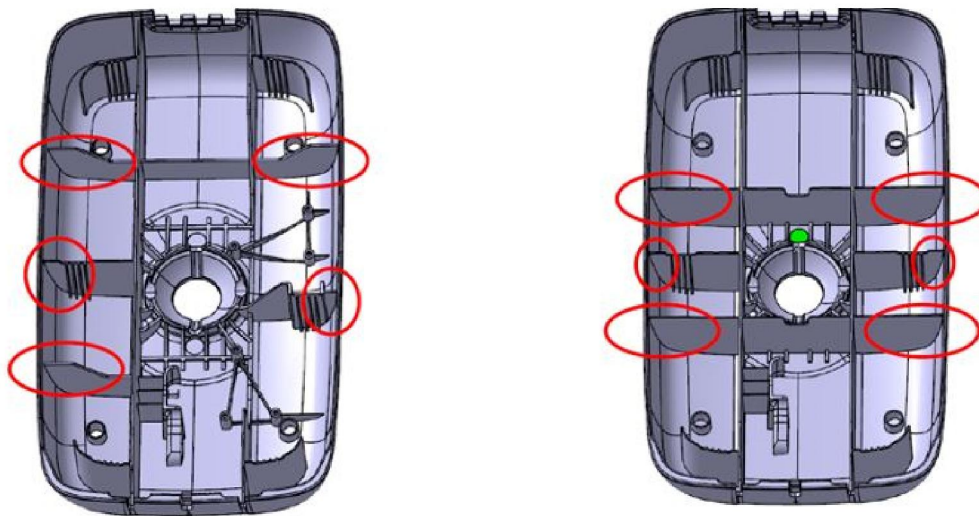


Figure 2: Visual aid for new internal rib design - If you have this style no action is required.

REPAIR STEP(s)

MIRROR GLASS PANEL REMOVAL PROCEDURE:

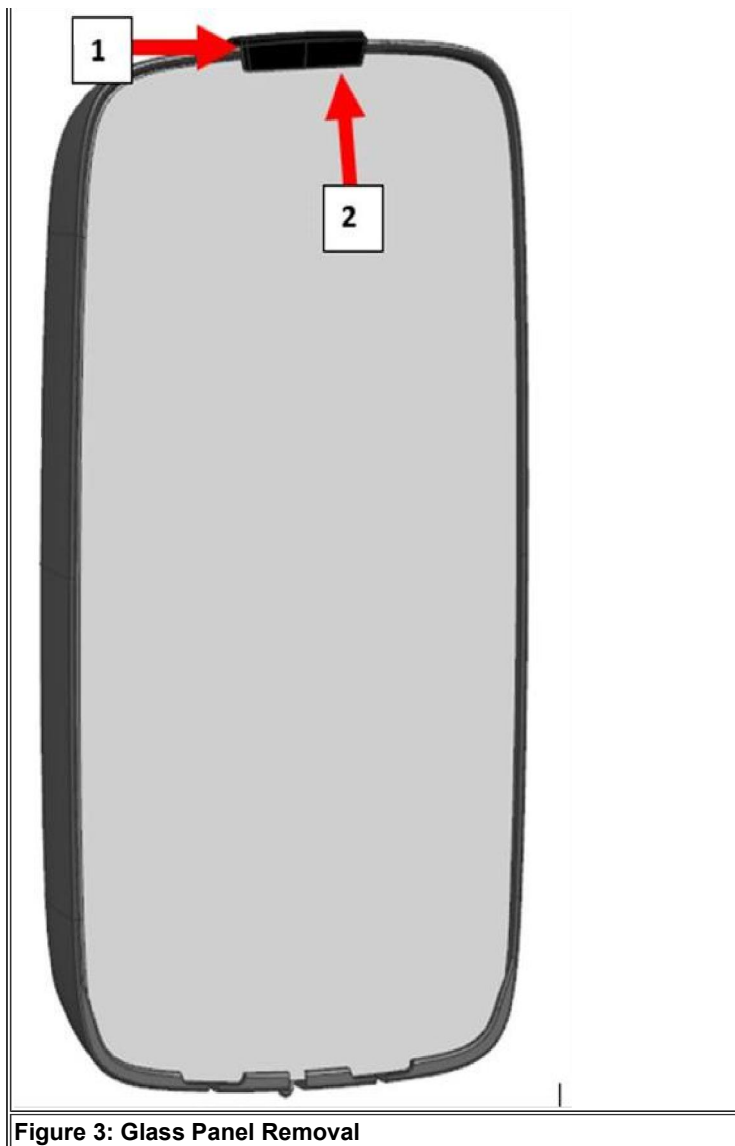


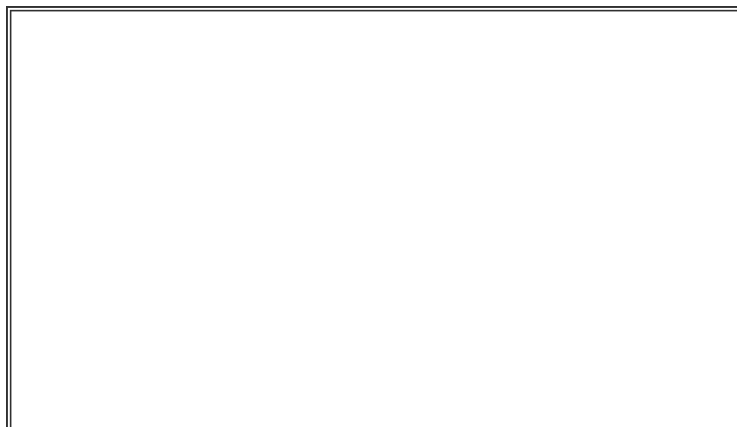
Figure 3: Glass Panel Removal

Step 1: Firmly push the top black plastic retainer to the right (It will slide approximately $\frac{1}{4}$ " to the right) See Figure 3.

Step 2: Lift the clip up away from the plastic housing to expose the top edge of the mirror glass. Now gently pull the top edge of the glass forward to remove it.

Note: The broken glass panel should stay intact due to the decal applied to the back side that hold it together once cracked.

MIRROR HEAD REMOVAL PROCEDURE



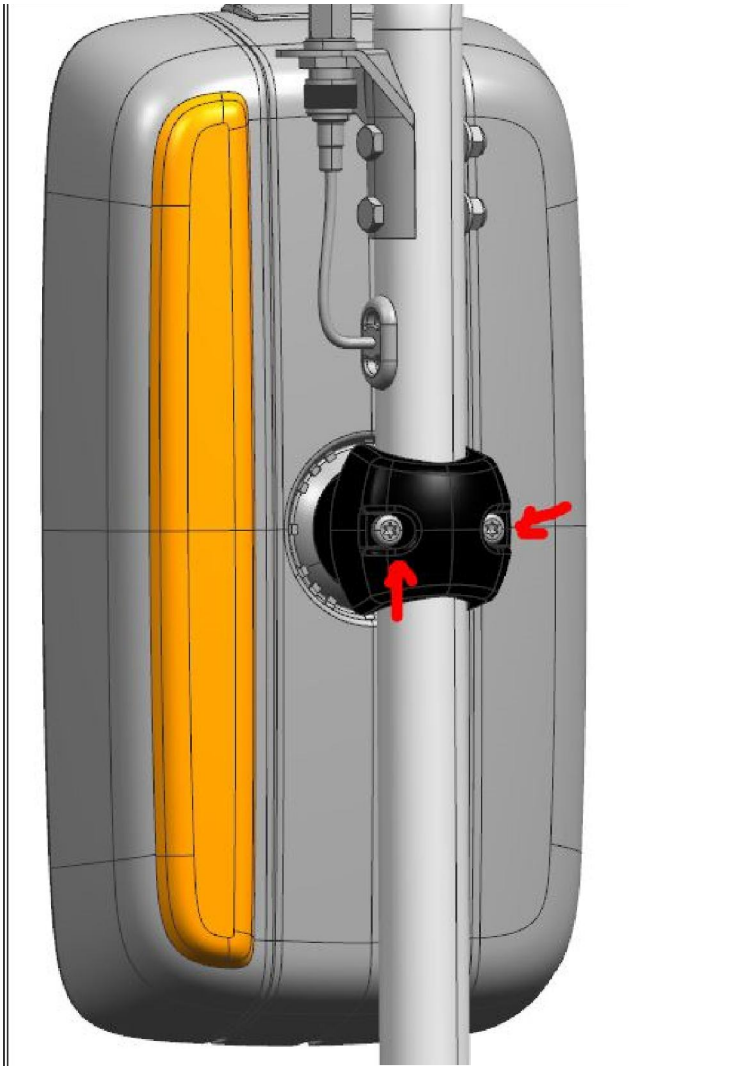


Figure 4: Mirror Head Removal

Step 1: Remove glass panel per above procedure

Step 2: Disconnect any wiring that is present

Step 3: Remove two screws per figure 4 above to remove mirror head from C-loop.

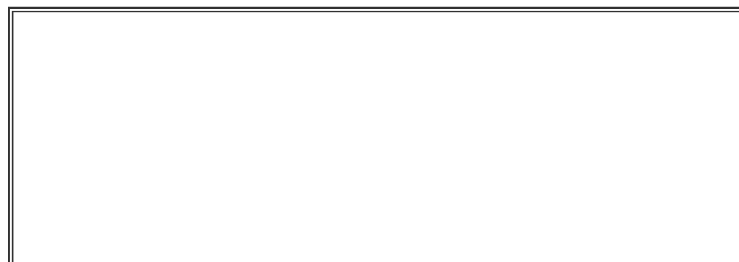
MIRROR HEAD INSTALLATION PROCEDURE

Step 1: Insert wiring from C-loop opening into the mirror head through the mounting support center hole

Step 2: While holding the mirror head in place, install the rear half and two screws together with the mirror head support. Ref figure 4.

Step 3: Torque the two screw shown in figure 4 to 10 +/- 1Nm. (88.5 +/- 9 lb-in or 7.3 +/- 0.7 lb-ft)

MIRROR GLASS INSTALLATION PROCEDURE



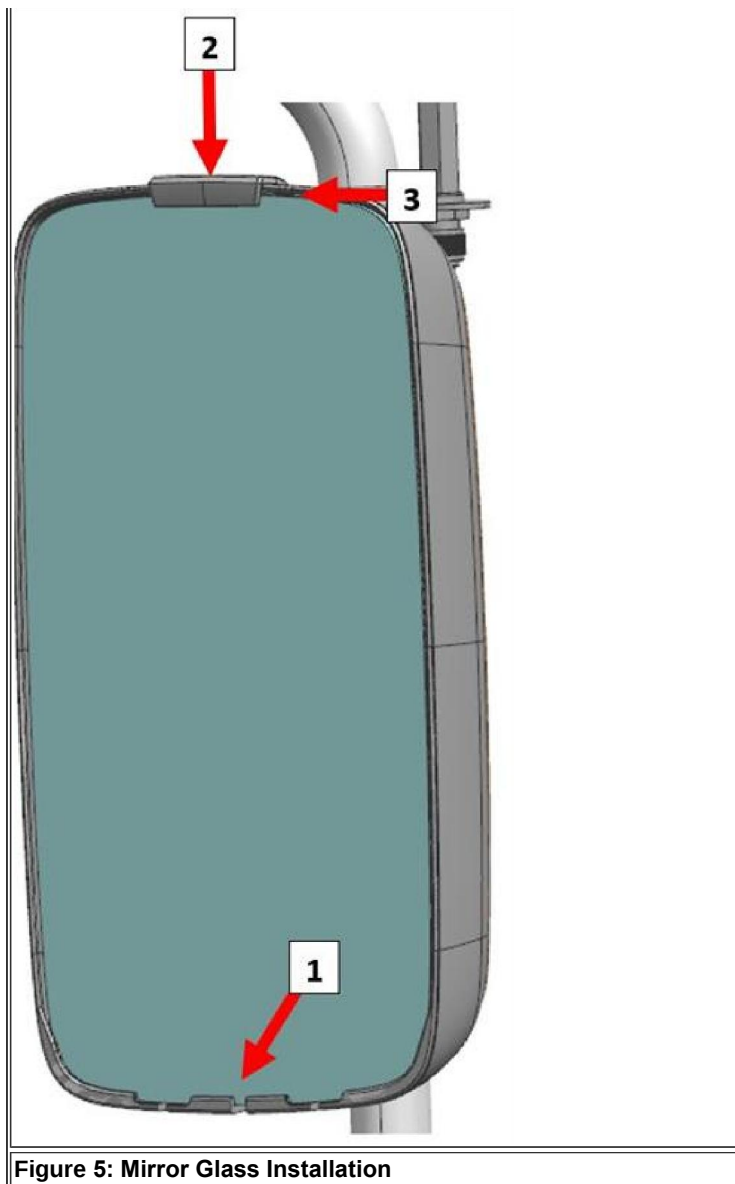


Figure 5: Mirror Glass Installation

Step 1: Connect all electrical wiring as required

Step 2: Insert lower edge of glass into the housing's lower retainers shown as #1 in figure 5.

Step 3: carefully insert glass panel into housing attending to any wiring to be sure it is not pinched.

Step 4: Insert upper retainer clip into mirror housing from the top pushing downward as shown as #2 in figure 5.

Step 5: Slide upper retainer to the left as shown as #3 in figure 5 to lock the mirror glass in place.

WARRANTY INFORMATION

Warranty Claim Coding:

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

SRT INFORMATION

Standard Repair Time(s):

Refer to the [SRT Manual](#) for Repair Times

OTHER RESOURCES

[Master Service Information Site](#)



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