



STAR ONLINE PUBLICATION



Case Number: S2023000049

Release Date: 12/08/2020

Symptom/Vehicle Issue:

Driver And/Or Passenger Exterior Mirror Glass Intermittently Does Not Return To Original Position From Tilt Down Or Appears Stuck In Down Position

Customer Complaint/Technician Observation:

- Mirror does not return to its original position when shifting out of reverse and when the auto tilt reverse option is enabled in radio settings.
- No DTC's present
- Mirror moves when using manual mirror (glass) adjust door switches or pressing memory button (if equipped)

Discussion:

If mirror moves using manual mirror adjust door switches do not replace the mirror(s) or door control module(s). Replacing these parts will not fix the issue currently. Use manual mirror (glass) adjust door switch or memory button (if equipped) to restore original mirror position. Inform customer that they can disable auto tilt reverse option in radio settings if they choose. This condition is caused by software when shifting quickly in and out of reverse. FCA engineering is aware of and working on a solution. A future service publication will announce a resolution.

NOTE: DO NOT REPLACE MIRROR OR DRIVER/PASSENGER DOOR MODULE FOR THIS CONDITION AS IT IS A SOFTWARE ISSUE, PLEASE MOVE MIRROR BACK USING DOOR SWITCH CONTROLS OR MEMORY BUTTON.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found