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Case Number: S2123000002

Release Date: 01/12/2021

Symptom/Vehicle Issue: Exterior Rearview Mirrors Inoperative And Or Intermittent Operation.

Discussion: With customer complaint of mirror glass travel not working, perform a wiggle or tap test for wiring to check for any loose connections, bent pins and pin pushout at the mirror and the respective inline connectors- XY620A, XY660A, XY650A, XY600A, I6624A. Refer to wiring diagrams for location views> some are shown below.

Inspect the door "A" pillar quick disconnect (door removal connector) for bent pins and pin pushouts. Check this connection first. If there are no pin issues or this does not resolve the issue, next, check connection where the mirror is attached to the door for bent pins and / or a "soft connection" where the jumper is attached to the mirror connector.

If the complaint is for both glass travel in the mirror and door locks not functioning, check the connection inside the door.

If the connection at mirror and/or door inline connectors are found intermittent/loose, disconnect and check for bent pins and reconnect fully. Re- check mirror for full functionality.

Verification: With the scan tool erase DTC's. If the DTC's return, follow the published diagnostic procedure for the DTC.

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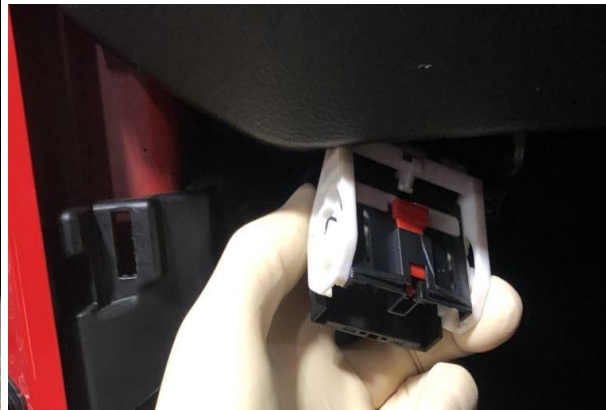
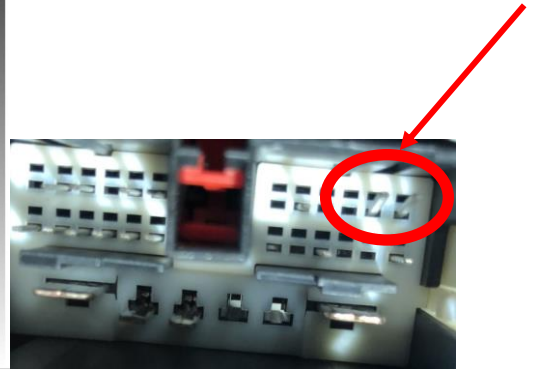
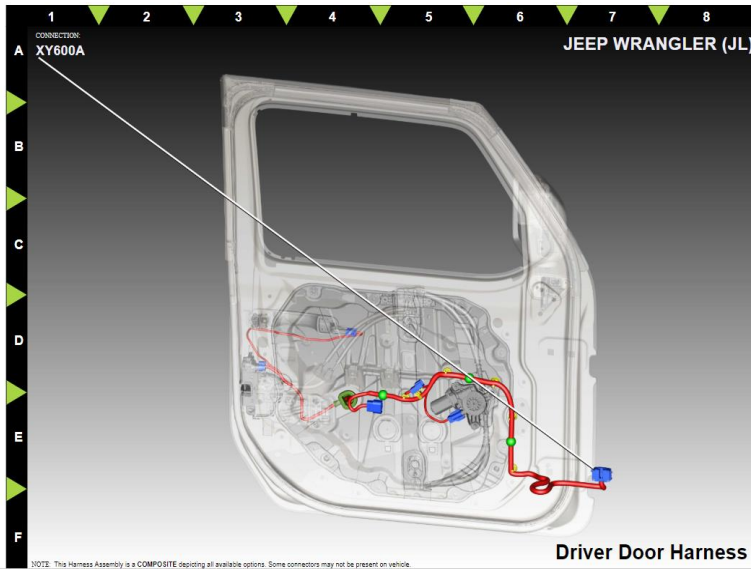
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Reference the following photos for the connector location and damage.



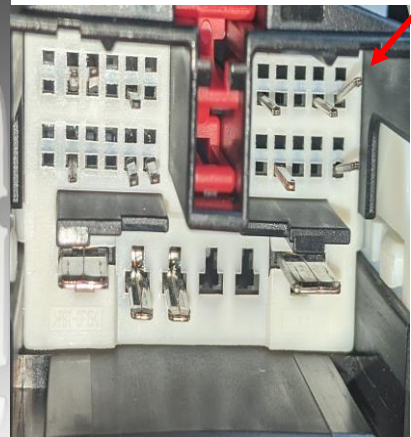
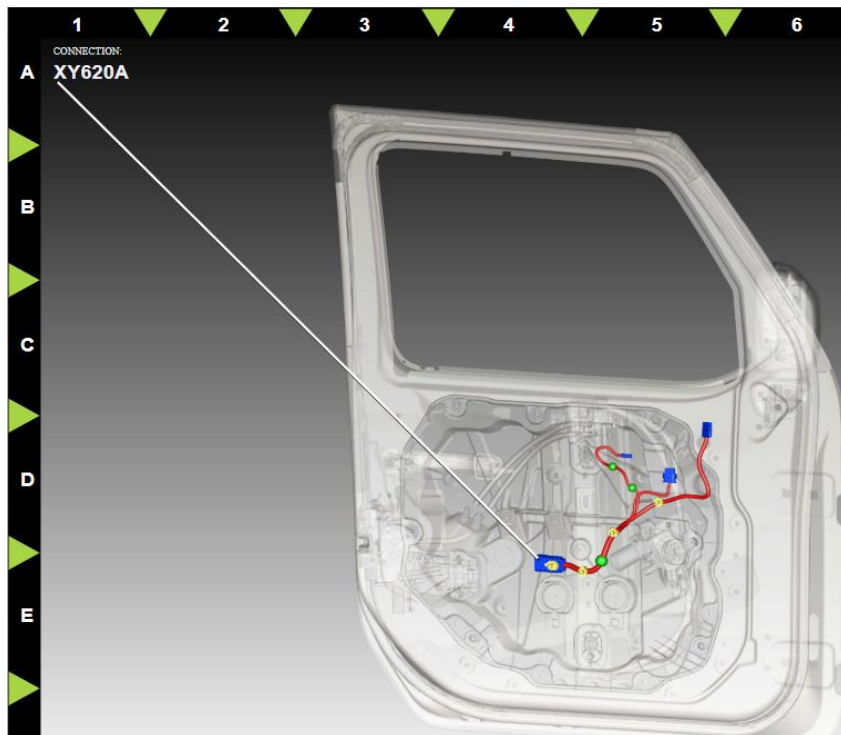
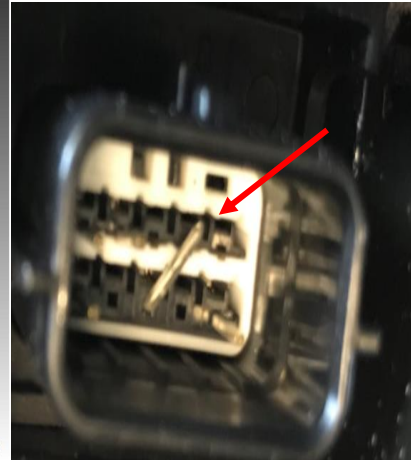
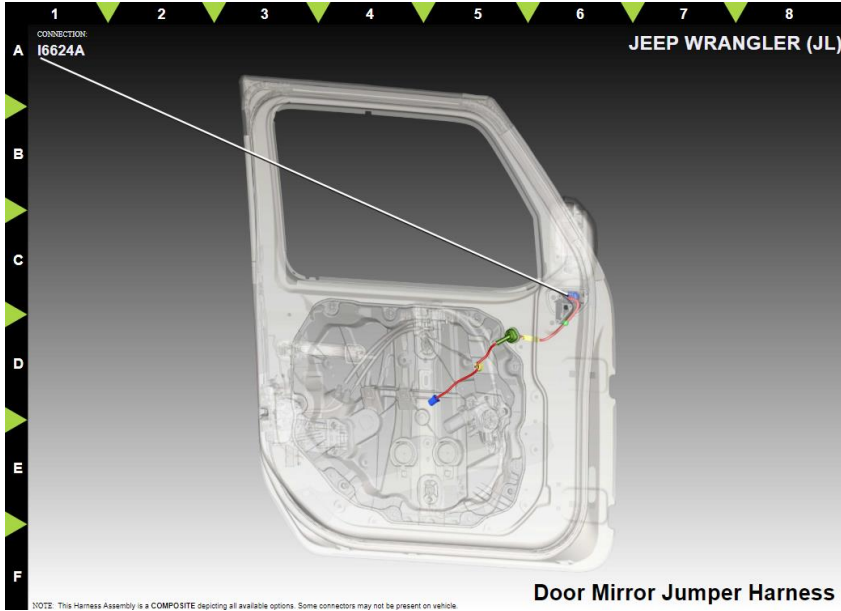
Door quick disconnect connector

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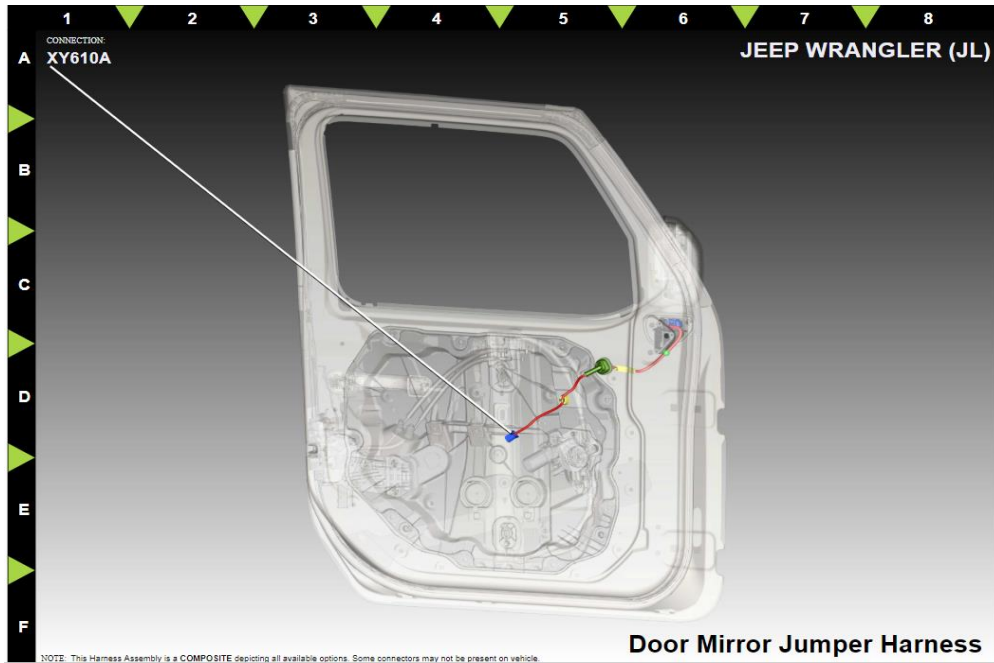


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