



STAR ONLINE PUBLICATION



Case Number: S1723000001 Rev D

Release Date: June 2021

Symptom/Vehicle Issue: Left Hand Drivers Side Mirror Takes Longer to Defrost Or Clear Than Right Side Passenger

Discussion: The driver's side or left side door mirror is an ElectroChromic (EC) dimming mirror. The passenger side does not have the EC mirror unless the vehicle has the sales code "LEU". Due to the EC coating on the driver's side mirror, the time for the mirror to completely defrost may take up to 10 minutes. This is a normal condition and not a part failure. Replacing the mirror(s) will not correct this.



Image of a mirror assembly

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