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Case Number: S2123000052 Rev A

Release Date: July 2021

Symptom/Vehicle Issue:

Wind or Whistle Noise from Exterior Side Mirror at Highway Speeds. Noise can be heard with front windows down between 30 and 60 MPH from both LH and RH exterior rear view mirrors.

Discussion:

Inspect the side mirror on the side that has the noise complaint. Attempt to duplicate the condition with one window down at a time driving speeds from 30-60mph.



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



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If duplicated, apply a piece of tape over the vertical joint shown in figure 1 and test drive the vehicle again in the same manner.



Confirmation Test :

Tape the vertical gap between both Mirror Base and Mirror Head Accent Pieces as following - Chrome or Painted finish



Fig. 1 : Vertical seam

If the noise is gone with tape applied - perform the repair below.

Repair Procedure:

Remove tape applied to the mirror for testing purpose. Push mirror head forward.

Apply masking tape on visible painted surfaces around the concerned area keeping mirror head in forward position. This is to avoid staining visible glossy painted surfaces unintentionally.

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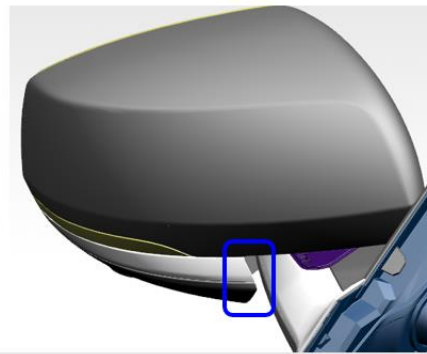
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Obtain a clear RTV or clear seam sealer such as Kent Products p10200 Hi Tech Clear. Following the products application and curing directions carefully apply the sealer in the vertical gap on the mirror head at the molding. It may help application to cut the tip of the applicator on an angle and so the opening size controls the flow of product into the gap. Apply enough to discretely fill the vertical gap shown in figure 2. Be mindful to keep sealer out of the mirror's moving joints and wipe/remove any excess that could be visible. Remove masking tape once the sealer is cured.



Note : Fold mirror head forward before application of the sealer

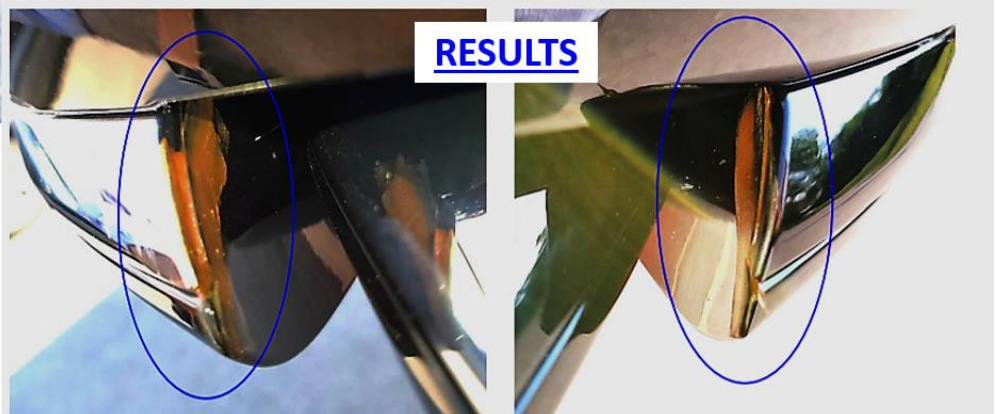


Fig. 2 : Seam with sealer applied.

Verification:

Perform a test drive in the same manner used to duplicate the condition. One side window down at a time driving up to 60 mph to confirm condition is no longer present.

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