



## STAR ONLINE PUBLICATION



**Case Number:** S1723000001 Rev E

**Release Date:** July 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 10-15 minutes. This is a normal condition and not a part failure. Replacing the mirror(s) will not correct this.

**Note:**

Heated mirrors is activated with EBL (Electric backlite) rear defrost in vehicle:

- Manual mode: Rear defrost button activated by customer
- Auto mode (if in auto): Will not activate rear defrost if temperature is not less than 40 degrees F

Remote Start will automatically activate rear defrost regardless of customer setting of manual or auto if temperatures are less than 40 degrees. The defrost timer ranges between 5-15 minutes depending on ambient temperature reading (lower than 40 degrees longer timer activated).

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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Image of a mirror assembly

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