



STAR ONLINE PUBLICATION



Case Number: S2223000007

Release Date: January 2022

Symptom/Vehicle Issue: Power Mirror Makes A Pop Or Popping Noise When Power Folding

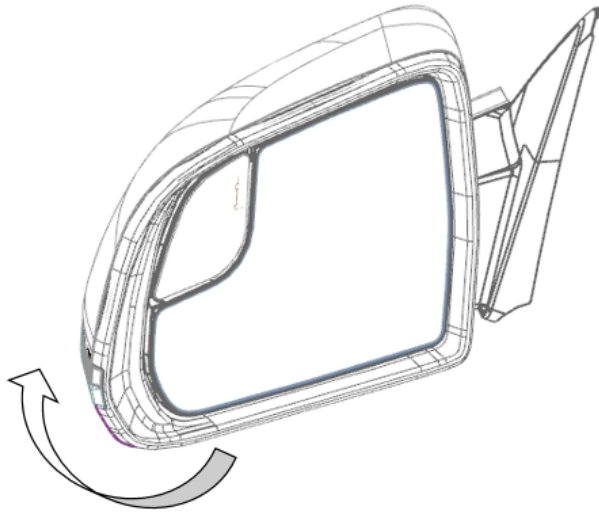
Discussion: A click or pop noise can originate from the rubber cut line seal that is between the pivot head of the mirror and the base. Trimming of the seal may be necessary to reduce the noise. A sharp hobby knife will be required to perform the trimming. Use protective equipment and care when using the knife. The mirror does not need to be removed. The mirror head will need to be rotated forward to expose the rubber cut line seal. See the below figures for reference.

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.

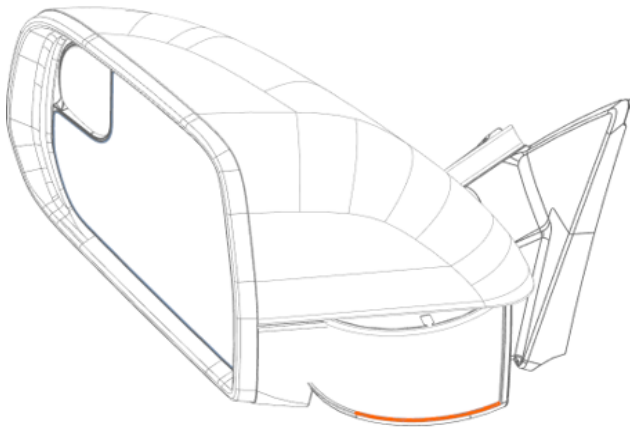
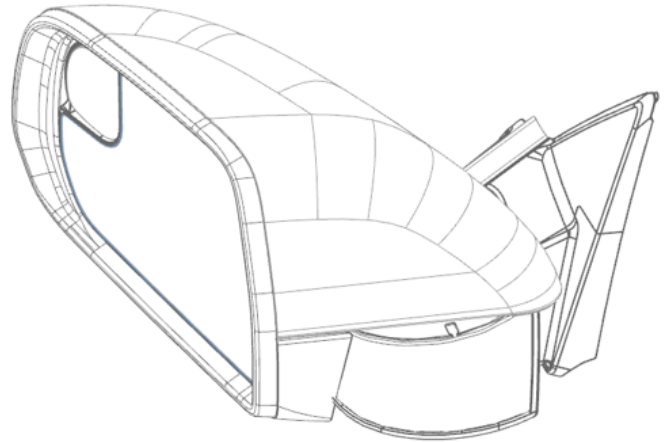
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



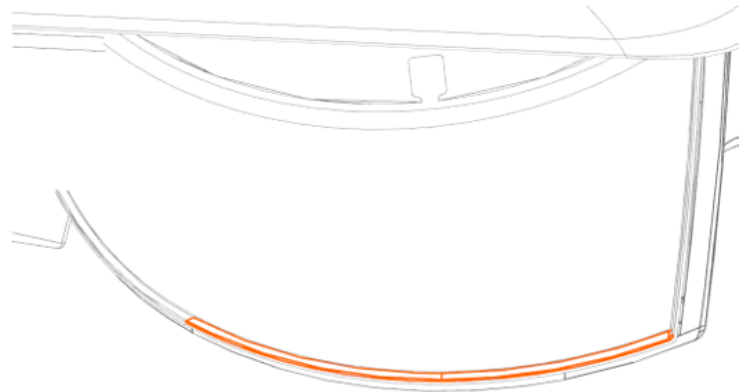
STAR ONLINE PUBLICATION



1. With mirror in drive position. Fold away the mirror head forward the vehicle.



2. Identify the cutline rubber seal.



3. With a sharp exacto knife, carefully cut and remove the rear 2 inches of the rubber cutline seal lip. Cut must be flush to the vertical seal wall removing all of the molded in lip edge.

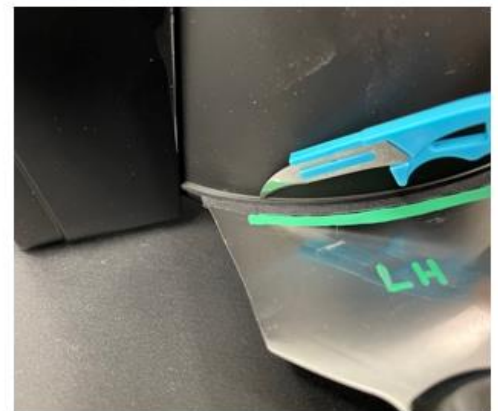
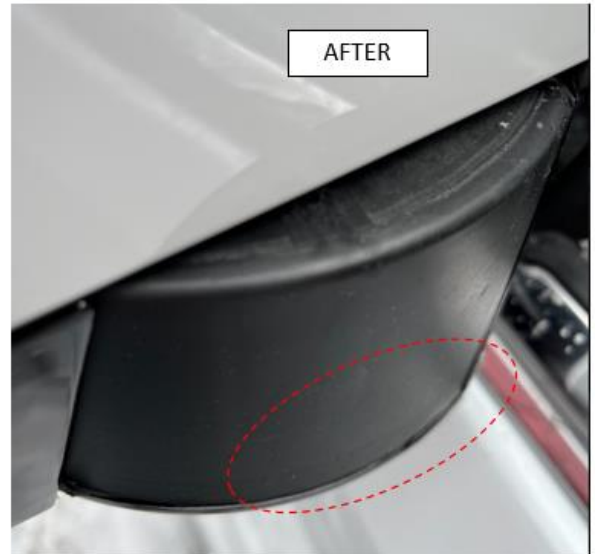
Avoid leaving a scuff mark on the rigid plastic or door paint scratch.

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



STAR ONLINE PUBLICATION



Note: It is not necessary to remove the mirror. Mirror is removed for photo clarity.

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