

STAR Case



Case Number: S1623000028 REV.G

Release Date: January 2023

Symptom/Vehicle Issue: Outside Power Fold Rearview Mirror Noise Or Loose At Pivot. Mirror Contacts Door Window Glass In The Folded Position.

Discussion: If the mirror head or pivot appears to be loose or the mirror head is not moving or hitting windows when folding in, bouncing, or making popping or clicking or grinding noise. The mirror should be power folded closed and open (move the mirror to its full forward position and then to full retract position) 3 times by pushing the power fold button on the driver switch panel, to reset the mirror. The mirror features a clutch system that when the mirror is folded manually by hand engages clutch to prevent motor or mirror damage. While powering the fold motor you may hear a click or snap. This noise is the clutch locking in. This should correct the loose mirror head condition. If the condition still exists, the mirror assembly will require replacement.

Note:

1- The looseness of power fold mirror does not necessary indicate a defective mirror, it may be caused by folding it manually rather than using the power fold feature. If the mirror is adjusted manually out of the proper detent, always use the button to adjust it back into sync.

2- In the circumstance where left hand mirror and right hand mirror, are in different positions, perform the mirror resetting procedure to re-sync the mirrors together.

The intended use of the power fold mirrors is by pushing the button to fold and unfold the mirrors. Only manually fold the mirrors when necessary.

3- For customer complaints of mirror contacts glass and makes a clunk noise do not replace the mirror. Place a piece of paper on the window glass in the area of mirror travel. Power fold the mirror and see if the paper is pinched to the glass by the mirror. If the paper is not held by the mirror housing to the glass, the noise is simply the mirror contacting the fold stop. This is normal and does not require replacement.

[Contact the STAR Center for assistance if no solution is found](#)

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For a video of this procedure please go to the Learning tab in DealerCONNECT, select Performance Institute Learning Center, select My Learning, select Courses, enter search word TT06008. The course title is “Tech Tube- Ram Folding Mirrors Operation and Reset.”

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