



Service Bulletin

Bulletin No.: 23-NA-167

Date: September, 2023

INFORMATION

Subject: Outside Rear View Mirror Defog or Defrost Times Different for Passenger and Driver Mirrors

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2024				
Chevrolet	Silverado 1500 (New Model)	2019	2019			All	All
	Silverado 1500	2020	2021				
	Silverado 1500 – (LTD, RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Silverado 1500 – (RPO J22, 12th VIN Digit = 5 or greater)						
	Silverado 1500	2023	2024				
	Silverado 2500HD/3500HD	2020	2024	-	-		
GMC	Sierra 1500 (New Model)	2019	2019			All	All
	Sierra 1500	2020	2021				
	Sierra 1500 - (LIMITED RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Sierra 1500 - (RPO J22, 12th VIN Digit = 5 or greater)						
	Sierra 1500	2023	2024				
	Sierra 2500HD/3500HD	2020	2024				

Involved Region or Country	North America, Middle East, Israel
Condition	Some customers may notice that the outside rear view mirror defog or defrost times may be different for the passenger and driver's side mirrors.
Cause	<p>The defog rates for the left and right Outside Rearview, or OSRV Mirrors, on the T1 trucks and SUVs will be different by design. The driver side mirror glass is Electrochromic, is 4.05 mm thick. It contains a liquid and glass combination that is designed to reduce glare. Since this mirror has a greater mass, it takes longer for the heater pad to warm the glass/ defrost/defog the mirror.</p> <p>The Passenger side mirror is glass only, 2.00 mm thick and does not contain the Electrochromic liquid so it defrosts quicker. GM specifications for the defog rate of these mirrors is 80% within 6 minutes. Typical performance shows the Driver's side mirror is 80% defogged within the 6 minutes but the passenger side is 98% defogged in 3 minutes.</p>
Correction	If you encounter a vehicle with the above concern, review the below information.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Activate the outside rear view mirror heater and check for a temperature change after approx 6 minutes. A temperature change indicates that the heater element is working.

This is the considered normal and no repairs should be performed.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2086838*	Outside Rear View Mirror Temperature Check	0.2
*This is a unique Labor Operation for Bulletin use only.		

Version	1
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