



STAR ONLINE PUBLICATION



Case Number: S2323000073

Release Date: September 2023

Symptom/Vehicle Issue: Exterior Mirror And Or Blind Spot Inoperative.

Discussion: Some or all function of the power exterior mirrors is inoperative. This includes power glass movement and blind spot indicator. In addition to published diagnostic trouble code (DTC) diagnostics, see the below.

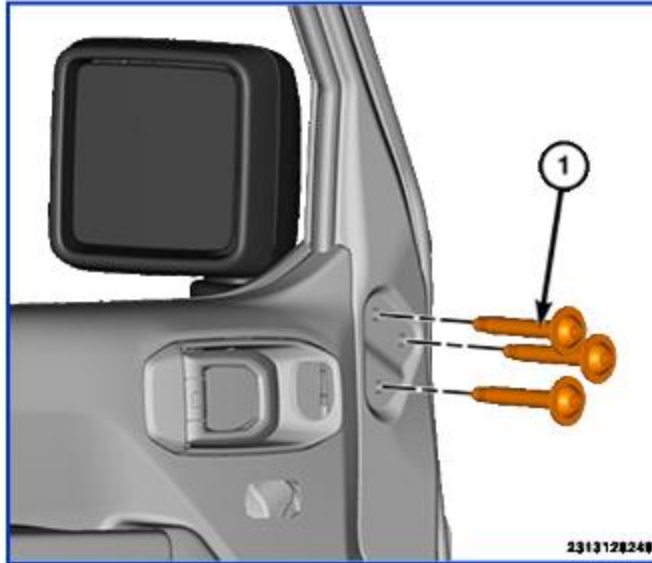
1. On the side with the mirror issue, remove the 3 mirror fasteners while supporting the mirror. Refer to Service Library Service Information 23 - Body / Exterior / MIRROR, Outside Rearview / Removal and Installation.
2. Review connection by pulling on connector making sure wiring connector it is mated fully to mirror, if found loose then connect it fully and test vehicle for functionality
3. If connected fully, then unlatch the connector from the mirror housing. Inspect the mirror connector for bent male pins and review wiring bundle up to 8 inches from connector for damage due to a pinch from mirror to door panel. If damage is found, then repair circuits removing door trim panel if required for further access. Refer to Service Library Service Information 23 - Body / Doors - Front, Full / PANEL, Door Trim / Removal and Installation
4. If no damage is found, review wiring connector for pulled out terminals or spread terminals
5. If nothing is found, then move onto check main door wiring harness for pinching, chaffing and damage.

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.

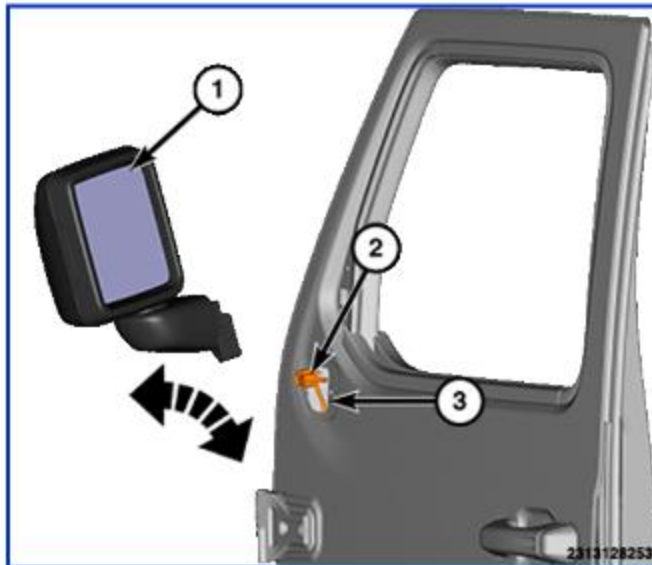
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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1 - Outside Rearview Mirror Bolts



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