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Case Number: S2523000002

Release Date: January 2025

Symptom/Vehicle Issue: Outside Exterior Mirror Power Extend And/Or Retract Is Not Fully Functional.

Customer Complaint/Technician Observation: The customer or technician may notice one of the following issues with the power extend/retract feature in the tow mirrors.

- Mirror will not power extend or retract.
- Mirror may only power extend/retract a small distance before stopping.
- Mirror may only power extend, or only power retract, but not both.
- Power extend/retract button on the door switch may not illuminate.

Discussion: The power extend/retract tow mirrors contain microswitches (sales code: -LEM) or potentiometers (sales code: +LEM) that provide feedback to the vehicle about the location of the mirror head. The wires for these switches/potentiometers can be pinched between the main glass actuator and the bracket the glass actuator mounts to during the supplier's assembly process. When these wires are pinched the above noted issues may be observed.

Repair Procedure: First, inspect that the mirror head has not come off its track due external force to mirror head. Extend and retract the mirror head by hand to make sure it slides in and out smoothly (<https://youtu.be/iR4PpR5GwtI?si=5t7pwQbuj9fGepII> 0:47). After manually extending and retracting, re-test the power extend/retract feature with the door switch (<https://youtu.be/iR4PpR5GwtI?si=5t7pwQbuj9fGepII> 0:38).

If the mirrors are still not functioning correctly, inspect the extend/retract module wires for a pinch and repair them if a pinch is found. Note: This procedure can be completed

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with the exterior mirror still on vehicle to reduce service time and avoid risk of collateral damage removing the trim panel and exterior mirror.

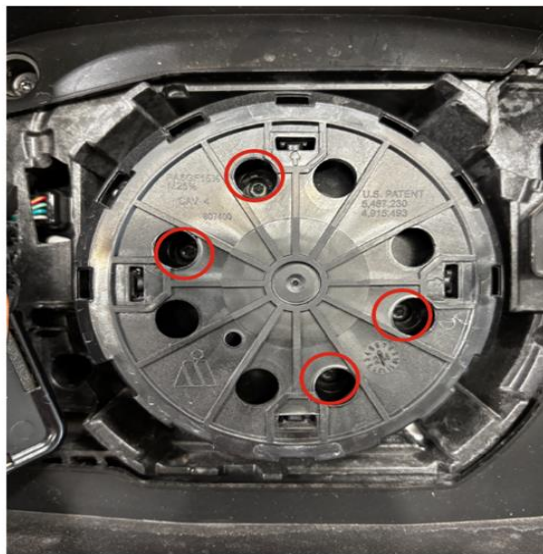
- 1.) Remove the main glass. Wiring attached to the glass does not need to be disconnected.



Use a flat blade screwdriver to remove the glass.

Placing the head of the driver in between the glass backplate and the glass actuator in the service ramp on the lower outboard corner aids in removal.

- 2.) Remove (4) screws holding the glass actuator in position with a T-15 torx driver.



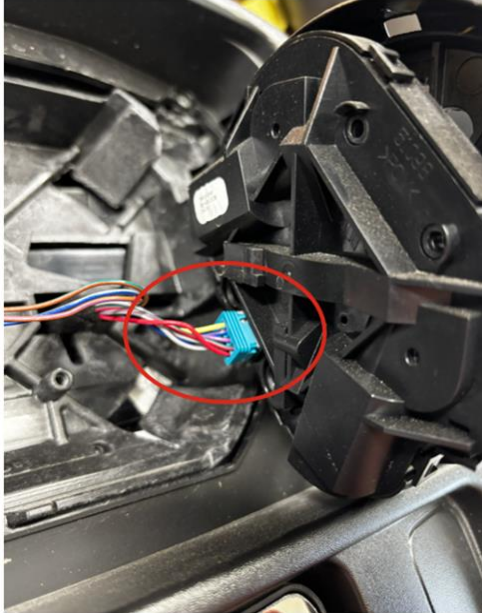
- 3.) Remove and unplug the main glass actuator.

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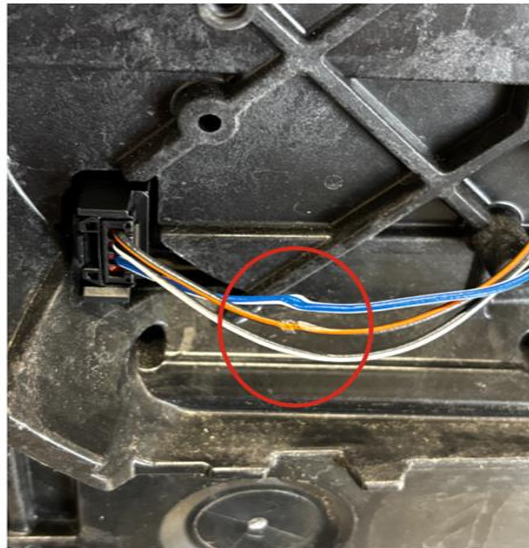
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4.) Inspect for pinched wires to the extend/retract module.



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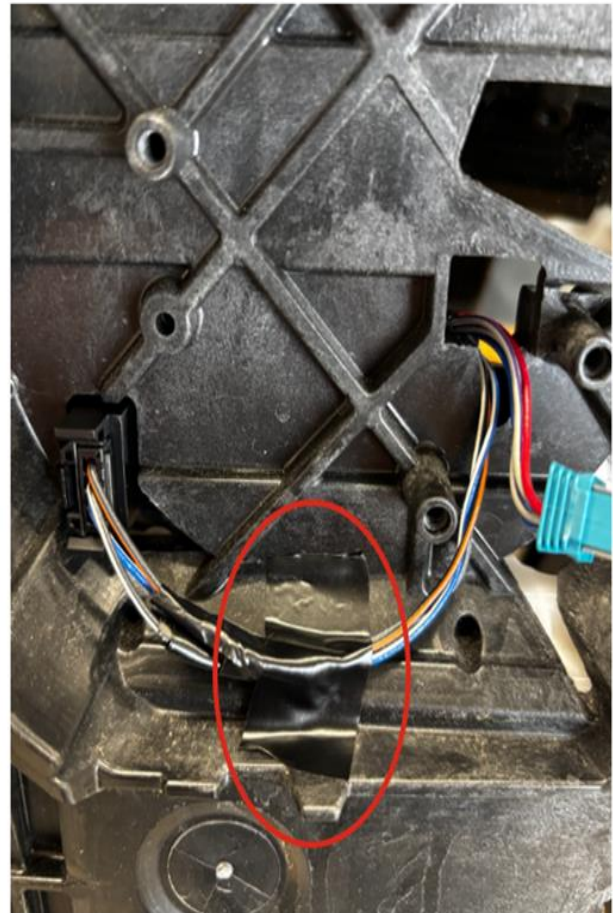
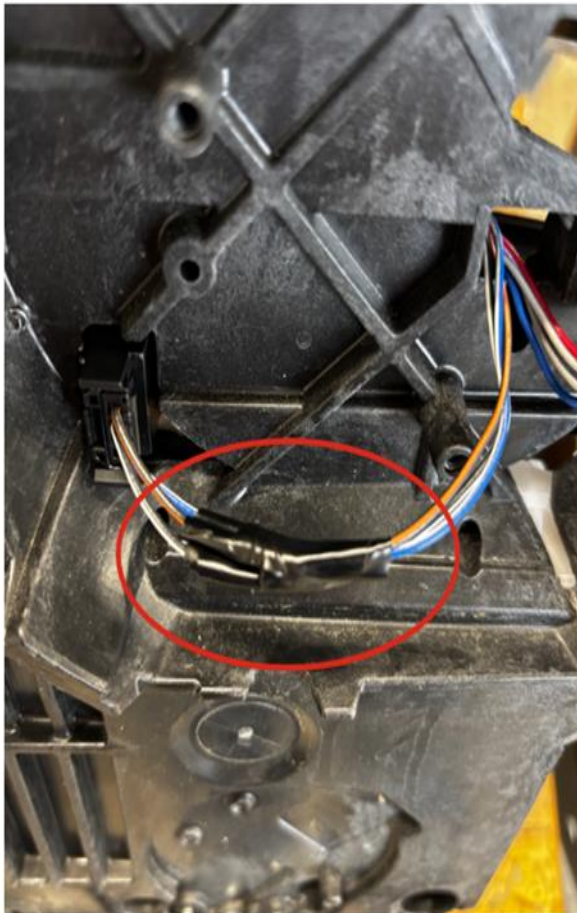
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- 5.) If a pinch is observed, and no strands of copper on any wire are broken, tape each of the three wires individually covering the pinch location with a 1" piece of electrical tape. Then tape all three wires together with a 2" piece of electrical tape. If any strand of copper is broken on any of the three wires, a fully mirror assembly replacement is recommended. Use another 2" piece of electrical tape to constrain the harness to the bracket as shown to avoid a re-pinch when re-installing the glass actuator (right image).



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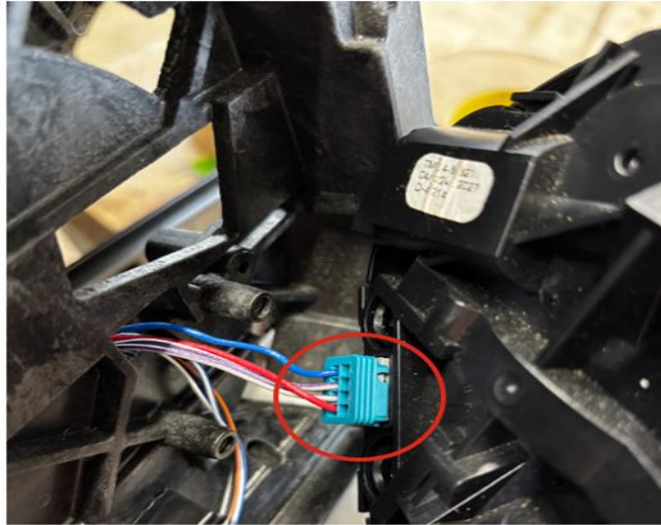
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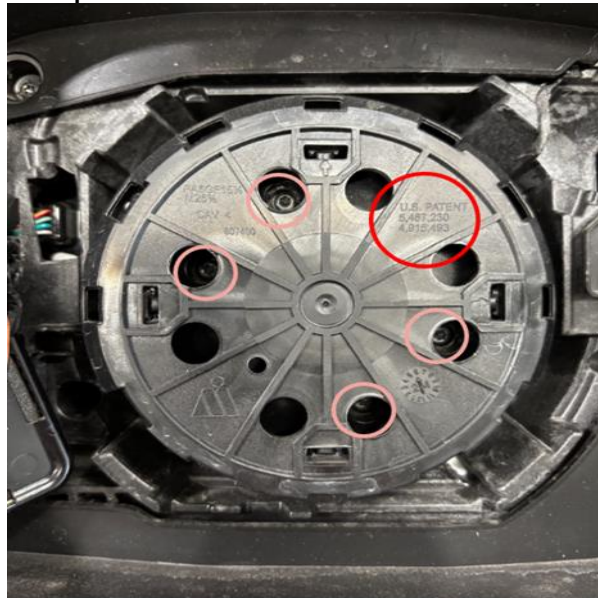
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- 6.) Reinstall the glass actuator connector to the glass actuator. Ensure the connector is fully seated by performing a push, push, pull operation.



- 7.) Reinstall the glass actuator to the bracket with (4) T-15 torx screws. Nominal torque: 17in-lb (self-tapping screws to plastic, don't over torque). Ensure the text on the actuator is right side up.



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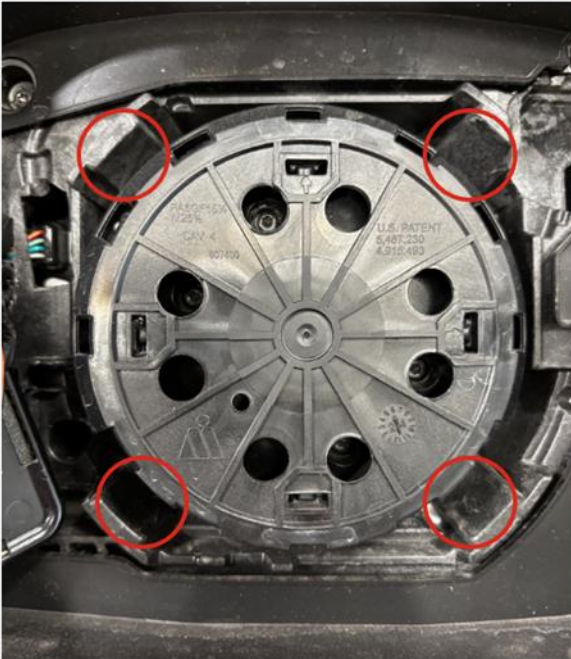
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8.) Reinstall the glass. Ensure to re-connect any connections to the glass that may have been disconnected (heat, blind spot, electrochromatic/dimming). Ensure the silver spring fingers on the back of the glass backplate are aligned to the “ramps” on the bracket.



Verification:

- 1.) Manually adjust the main glass in all directions by hand to ensure smooth operation.
- 2.) Clear DTCs if present.
- 3.) Test to confirm power extend and power retract operation is fully restored (using the switch on the door trim).
- 4.) Check that the power main glass is fully operational (using door switch).
- 5.) Check mirror heating is fully operational (press rear defrost button, wait a minute, and feel if glass is warm).

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- 6.) Check electrochromatic/dimming (if equipped) is fully operational (configure dimming on in the radio, cover forward facing sensor in the interior mirror with your finger while shining a light into the rearward facing sensor in the interior mirror, and observe if outside mirror main glass dims).
- 7.) Check that the blind spot indicator is fully operational (light on mirror glass flashes momentarily when cycling from IGN=OFF to IGN=ON).

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