



## STAR ONLINE PUBLICATION



**Case Number:** S2523000010

**Release Date:** February 2025

**Symptom/Vehicle Issue:** Exterior Rear View Mirror Stained And Will Not Clean.

**Customer Complaint/Technician Observation:** Mirror has water marks or staining that will not come off.

**Discussion:** Some automotive cleaning products such as chrome wheel cleaner contain phosphoric acid and ammonium bifluoride. These chemicals may cause etching on mirror glass surfaces. The damage can be due to overspray, direct contact, or a contaminated cloth. The glass is likely to be damaged requiring replacement.

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.**