



STAR ONLINE PUBLICATION



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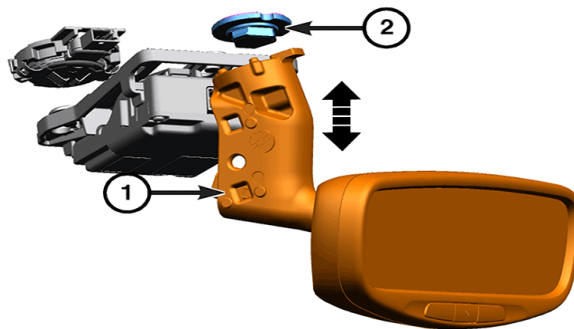
Symptom/Vehicle Issue: Interior Rear View Mirror Appears Loose Or Shakes.

Discussion: Analysis of returned rearview mirrors show no attachment failures. Prior to ordering or replacing a mirror follow the below procedure to ensure the mirror is fully and correctly installed.

1. Refer to Service Library 23 - Body / Interior / MIRROR, Rearview / Removal and Installation to remove the mirror assembly from the windshield.
2. Use isopropyl alcohol on a microfiber or lint free towel to clean the hex and the mirror stem cup where the mirror attaches.
3. Install the mirror as shown in Service Library. Hold the mirror by the stem during installation and not the mirror head.
4. Once the mirror is installed test for looseness or shaking on a test drive. Is there looseness felt?

<<<No>>> Repair is complete. Return the vehicle to the owner.

<<<Yes>>> Looseness is still felt. Replace the mirror.



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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.