



STAR ONLINE PUBLICATION



Case Number: S2523000010 Rev. A

Release Date: April 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 will 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. See product examples below that contain these chemicals

Examples with Phosphoric Acid:



Examples with Ammonium bifluoride:



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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Examples of Damaged Mirrors:



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