

STAR Case



Case Number: S1623000028

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Symptom/Vehicle Issue: Outside Power Fold Rearview Mirror Appears Loose Or Shakes

Discussion:

If the mirror head or pivot appears to be loose, the mirror should be power folded closed and open 3 times by pushing the button on driver switch panel. The mirror features a clutch system that when the mirror is folded manually by hand engages clutch to prevent motor or mirror damage. While powering the fold motor you may hear a click or snap. This noise is the clutch locking in. This should correct the loose mirror head condition. If the condition still exists the mirror assembly will require replacement.

Note: The intended use of the power fold mirrors is by pushing the button to fold and unfold the mirrors. Only manually fold the mirrors when necessary.

For a video of this procedure please go to the Learning tab in DealerCONNECT, select Performance Institute Learning Center, select My Learning, select Courses, enter search word TT06008. The course title is "Tech Tube- Ram Folding Mirrors Operation and Reset."

[Contact the STAR Center for assistance if no solution is found](#)