

## STAR Case

---

**Case Number:** S1723000001 Rev C

**Release Date:** 03/31/2021

**Symptom/Vehicle Issue:** Left Hand Drivers Side Mirror Takes Longer to Defrost Or Clear Than Right Side Passenger

**Discussion:** The driver's side or left side door mirror is an ElectroChromic (EC) dimming mirror. The passenger side is not an EC mirror. Having the EC coating on the driver's side mirror does lengthen the time it will take to defrost or clear the mirror when compared to the right side. This is a normal condition and not a part failure. Replacing the mirror(s) will not correct this.



Image of a mirror assembly

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center 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 ECCI or eCONTACT ticket if no solution is found**