



STAR ONLINE PUBLICATION



Case Number: S2108000118

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Symptom/Vehicle Issue: Power Mirrors Are Inoperative

Discussion: The customer may state that the power mirrors are inoperative.

Diagnosis: Follow all standard diagnostic procedures. Review SOL S1808000284 for any pin/terminal issues on the inline door connectors. Rule out potential wiring issues, and/or poor/damaged connections, and potential PDC issues.

Repair: If after diagnostics and possible repairs the power mirrors are still inoperative. The concern may be caused by a software issue. All diagnostics and repairs need to be ruled out before making this determination.

A software update for this issue is being investigated. This SOL will be updated when an ETA is determined.

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 or eCONTACT ticket if no solution is found