STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Drivers side exterior mirror takes longer to defrost or clear than the passenger side exterior mirror.

Discussion: If the vehicle is equipped with driver side electrochromic (EC) auto dimming glass (sales code: GNZ) and the passenger side is not equipped with EC glass (sales code: LEU), there will be a measurable difference in defrost time between the driver and passenger side exterior mirrors. The driver side will defrost slower by design due to the EC glass thickness. EC glass is more than twice as thick as non-EC glass, so it takes far longer for the heat to radiate to the frosted surface. This is a normal condition and not a part failure. Replacing the mirror(s) will not correct this.

Note:
Heated mirror is activated with EBL (electric backlite) rear defrost in vehicle:

- Manual mode: Rear defrost button activated by customer
- Auto mode (if in auto): Will activate rear defrost if temperature is less than 40 degrees F

Remote Start will automatically activate rear defrost regardless of customer setting of manual or auto if temperatures are less than 40 degrees. The defrost timer ranges between 5-15 minutes depending on ambient temperature reading.

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.