



**International Carwash Association**  
*Serving the Professional Car Care Industry*

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## **Vehicle Alert: General Motors Full Size Truck and SUV Exterior Mirrors**

Car wash owner/operators continue to report damage to the International Carwash Association relating to mirrors on full size GMC trucks and SUV's. These incidents are reported as occurring both prior to and after the wash cycle.

The problem is that when the mirror is folded in or out to full open position, the mirror housing retainer can become disengaged from the shaft of the base. When this occurs, the mirror housing separates from the base and the mirror assembly is permanently damaged.

General Motors has added a groove in the base of the housing shaft on early production 2003 models which should prevent the retainer from coming loose from the shaft. General Motors feels that the mirror problem has been resolved as a result of this change.

The magnitude of the 1999-2003 model mirror failures on light trucks and SUV's remains unclear in talking with General Motor's engineers. Until General Motors addresses this issue, they claim your options for servicing your customers driving GM full size trucks or SUV's are as follows:

- Refuse to wash the vehicle
- Post signs alerting customers of potential mirror failure on General Motors full size trucks and SUV's
- Have your customer fold the mirrors prior to and after the wash and alert them that you, the car wash owner/operator, accept no responsibility for damage during or after the wash cycle

Until this issue is resolved, please continue to [SUBMIT A REPORT](#). It is imperative that you include the Vehicle Identification Number (VIN) to provide General Motors accurate information regarding the vehicle in question.