

Rear View Mirror Detached From Windshield Glass

Service Category Vehicle Interior

Section Mirror (int)

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	C-HR	VDS(s): KHMBX

Introduction

Some 2018 model year C-HR vehicles may exhibit a condition where the rear view mirror button mount becomes detached from the windshield glass. This condition may occur during high temperatures when the vehicle is parked. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1816	Inner Rear View Mirror Adhesive	1.0	87810-F4010	62	55 41 57 14 99 50 13

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

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Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	PART NUMBER	QUANTITY
Loctite AA 330	1690727 Order Through rshughes.com or Call +1-408-739-3211	1
Alcohol Wipe	–	As Needed

Repair Procedure

1. Confirm the condition exists.
 - A. Are glass remnants present on the rear view mirror button?
 - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 - **NO** — Continue to substep B.

Figure 1. Rear View Mirror Button Without Glass Remnants



Figure 2. Rear View Mirror Button With Glass



- B. Does the vehicle exhibit poor adhesion between the rear view mirror button mount and the windshield glass?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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Repair Procedure (continued)

2. Remove the windshield vision system camera, the heater unit, and the mounting brackets. Refer to TIS, applicable model and model year Repair Manual:
 - 2018 C-HR:
Vehicle Interior – Mirror (int) – [“Mirror \(int\): Inner Rear View Mirror: Removal”](#)
3. Remove the rear view mirror button from the rear view mirror assembly.
4. With a razor blade and alcohol wipes, remove ALL of the adhesive from the windshield mounting location and the rear view mirror button.
5. AFTER the rear view mirror button is completely cleaned and removed from the inner rear view mirror, spray the activator on both surfaces (button and windshield) and wait 5 minutes until the activator is fully dried before applying glue on the mirror button.

NOTICE

Do NOT spray the activator while the camera and heater units are attached.

6. Align the rear view mirror button mount with the three dots.

Figure 3.



Figure 4.



7. Press and hold the button onto the windshield for 5 minutes.
8. Wipe away ANY excess adhesive from the button and windshield surface.
9. Allow the product to cure for 1 hour, then reattach the rear view mirror assembly.

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Repair Procedure (continued)

10. Reattach the windshield vision system camera, the heater unit, and the mounting brackets. Refer to TIS, applicable model and model year Repair Manual:
 - 2018 C-HR:
Vehicle Interior – Mirror (int) – [“Mirror \(int\): Inner Rear View Mirror: Installation”](#)