



IMPORTANT INSTALLATION UPDATE

Disconnect Battery Before Installing Towing Mirrors

As vehicles continue to evolve into highly sophisticated, software-driven machines, it's essential to adapt our installation practices to protect these advanced systems. We want to emphasise the importance of disconnecting the battery before installing our towing mirrors (or any other electrical accessory), especially on CAN bus-enabled vehicles.

Why Disconnecting the Battery is Critical:

Many modern vehicles rely on a Controller Area Network (CAN bus) to connect various electronic control units (ECUs). Failing to disconnect the battery during installation will lead to:

- **Damage to Sensitive Electronics:** Short circuits can fry expensive computer modules or blow hard-to-replace fuses.
- **Error Codes & Dashboard Warnings:** Leaving the battery connected may trigger warning lights that require OE dealership tools to clear.
- **Accidental Airbag Deployment:** Electrical interference can cause unintended airbag activation.
- **Radio Lockout:** Some infotainment systems may enter "theft protection mode," requiring a code to unlock.

Clearview Accessories Warnings:

To help prevent these issues, Clearview Accessories includes a large warning sticker on the top of every relevant mirror outer carton and includes this warning in the supporting installation instructions. These warnings are there to protect you from unnecessary complications.

If the instruction to disconnect the battery is not followed:

- **Clearview will not cover the cost of returning the vehicle to the dealership to clear error codes.**
- If an error code presents, disconnect the battery and leave it off for half an hour. When you reconnect the battery, the error codes may clear.
- If Clearview is called out to "fix the problem with the mirrors" and we find that the mirrors are not at fault, we will charge you for the service.

Best Practices for Safe Installation:

1. **Disconnect the Negative Terminal First:** This breaks the circuit and ensures the chassis is no longer grounded.
2. **Secure the Cable:** Prevent the negative cable from accidentally touching the terminal.
3. **Wait Before Working:** Allow a few minutes for residual charge to dissipate.
4. **Reconnect the Negative Terminal Last:** After both mirrors are installed and connected, reconnect the battery to test functionality.

Key Reminder:

- Do not reconnect the battery to test the mirrors until both are fully installed and connected. This ensures the safety of the vehicle's electronics and prevents potential issues.

By following these steps and adhering to the provided warnings, you'll help protect the integrity of the vehicle's systems and avoid costly repairs or errors.

Thank you for your attention to this important update. If you have any questions or need further assistance, please don't hesitate to reach out.

Head Office

3 Frog Court, Craigieburn
VIC 3064, Australia
(03) 8351 9933

info@clearviewaccessories.com.au

QLD Office

Unit 1/49 Doherty Street,
Brendale QLD 4500, Australia
(07) 3204 7693

