

**TECHNICAL SERVICE BULLETIN****23-2200****Soft Top Roof – Rear Quarter Window(s) Not Staying Attached To The Rear Window**

21 June 2023

Model:

Ford 2021-2023 Bronco

Issue: Some 2021-2023 Bronco vehicles equipped with a soft top roof may exhibit rear quarter window(s) that do not stay attached to the rear window after driving the vehicle or using the soft top quick access cargo function to raise the rear of the soft top assembly for luggage compartment access. This may be due to a retention channel(s) on the rear window that is too narrow. Do not replace the rear quarter windows. To correct this condition, follow the Service Procedure to secure the rear quarter window(s) in place until a new rear window can be obtained to permanently correct this condition.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2021-2023 Bronco
- Equipped with a factory soft top roof (issue may have started after a service replacement rear window was installed)
- Rear quarter window(s) does not stay attached to the rear window after driving the vehicle or after using the easy access function to raise the rear of the soft top assembly for luggage compartment access.

Labor Times

Description	Operation No.	Time
2021-2023 Bronco: Reinstall One (1) Rear Quarter Window And Cycle The Soft Top Following The Service Procedure Includes Time To Reinstall And Test Two Times If Required (Do Not Use With Any Other Labor Operations)	232200A	0.3 Hrs.
2021-2023 Bronco: Reinstall Both (2) Rear Quarter Windows And Cycle The Soft Top Following The Service Procedure Includes Time To Reinstall And Test Two Times If Required (Do Not Use With Any Other Labor Operations)	232200B	0.4 Hrs,

Repair/Claim Coding

Causal Part:	7842006
Condition Code:	42

Service Procedure

1. Are the rear quarter window(s) not staying attached to the rear window channels as shown in Figure 1?
 - (1). Yes – proceed to Step 2.
 - (2). No – this article does not apply.

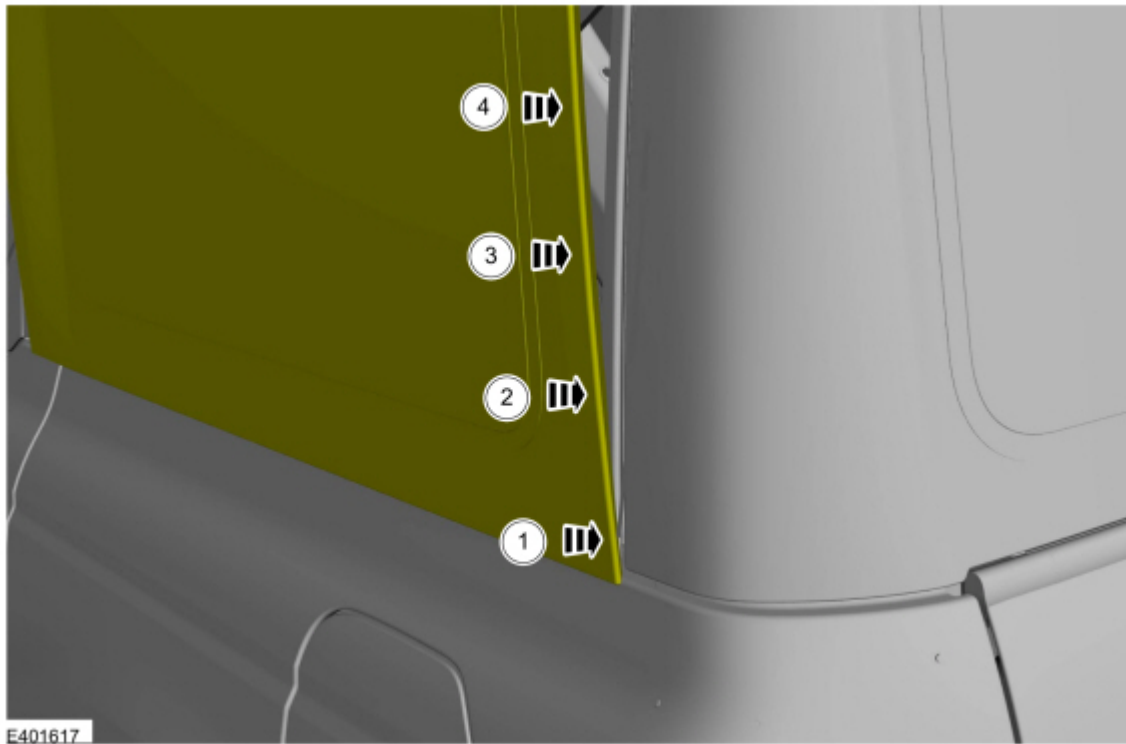
Figure 1 – Left rear shown, right rear similar.



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2. Manually install the quarter window(s) into the rear window retention channels. To be sure proper window alignment is achieved, perform the installation starting at the bottom and finishing at the top. (Figure 2)

Figure 2 – Left side shown, right side similar.



3. Use a non-marring trim tool to push the rear quarter window(s) completely into the rear window retention channel(s). Do not drag the tool on the window while applying pressure. Do not damage the fabric during this step. Perform this step on the entire length of the rear quarter window(s) until they are fully seated in the rear window retention channel(s). When fully installed, the rear quarter window ridge (fabric) should sit sub-flush to the rear window just behind it. (Figure 3)

Figure 3 – Left side shown, right side similar.



4. Perform 5 open and close cycles of the soft top quick access cargo function. Make sure to open the soft top each time just high enough to engage the soft top prop rod. To close, re-secure the soft top prop rod and lightly slam the soft top down to be sure both clips are fully engaged which will re-secure the top in the down position. Refer to the Workshop Manual (WSM), Section 501-18A > Step 1 video (from the 4:40 minute mark to the 5:00 minute mark).
5. Did the rear quarter windows remain fully secured during Step 4?
- (1). Yes – repair is complete. Advise the customer against removing the rear quarter windows and rear window until a new rear window can be obtained for the vehicle. Schedule a follow up appointment with the customer when new rear windows are available to order. As of publishing, expected timing is August 2023.
 - (2). No – perform Steps 3-5 again.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.