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Case Number: S2323000072

Release Date: September 2023

Symptom/Vehicle Issue: Soft Top Windows Do Not Sit Flush To The Top.

Customer Complaint/Technician Observation: Quarter window may not fit properly. Top may have been lowered and now the window does not fit well.

Discussion: Verify proper fitment of the top fabric to the rear bow. This will require relaxing the top roof fabric by raising the sun rider front portion of the top (Fig 1).



Fig 1.

Top Fabric Relaxed Allowing Access To The Bow (arrow).

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.



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Refer to Fig 2: Left image shows the top fabric spline not in correct position. Right image shows the spline pulled down on the bow in proper location.



Fig 2

Top Fabric Spline Location. Right image shows spline pulled down into correct installed position.

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Once the spline fit is corrected, close the sunrider top and install the quarter window to ensure fitment is proper.

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