



TECHNICAL SERVICE BULLETIN

Soft Top Roof - Paint Damage On Rear Quarter Panel Due To Contact With Rear Window

24-2040

15 February
2024

Model:

Ford 2021-2024 Bronco

Issue: Some 2021-2024 Bronco vehicles may exhibit paint damage on the rear quarter panel due to contact with the soft top rear window. This may be due to a contact condition that can occur during extreme off-road driving between the soft top rear window and the rear quarter panel. To correct the condition, follow the Service Procedure to modify the rear window.

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

- 2021-2024 Bronco
- Equipped with a factory soft top roof
- Paint damage on the rear quarter panel due to contact with the soft top rear window

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
M2DZ-7842006-BC	1	1	1	Soft Top Rear Window - Less Tint
M2DZ-7842006-DD	1	1	1	Soft Top Rear Window - Tinted
164-R4904	1	1	24	UHMW Tape

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

As Needed indicates the amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

If Needed indicates the part is not mandatory.

Labor Times

Description	Operation No.	Time
2021-2024 Bronco Soft Top: Inspect For Paint Damage And Modify The Rear Windows Following The Service Procedure Includes Time To Replace Rear Window Assembly If Necessary	MT242040A	Actual Time Up To 2.0 Hrs.
Additional Time To Repair Any Paint Damage Following The Service Procedure Actual Time	MT242040B	Actual Time

Repair/Claim Coding

Causal Part:	7842006
Condition Code:	16

Service Procedure

1. Does the vehicle have paint damage on the left or right rear quarter panels? (Figure 1)

(1). Yes - proceed to Step 2.

(2). No - this article does not apply. Refer to the Workshop Manual (WSM) for normal diagnostics.

Figure 1 – Damage location is displayed. Left side shown, right side similar.



NOTE: Perform this procedure to both sides of the vehicle even if damage is only present on one side.

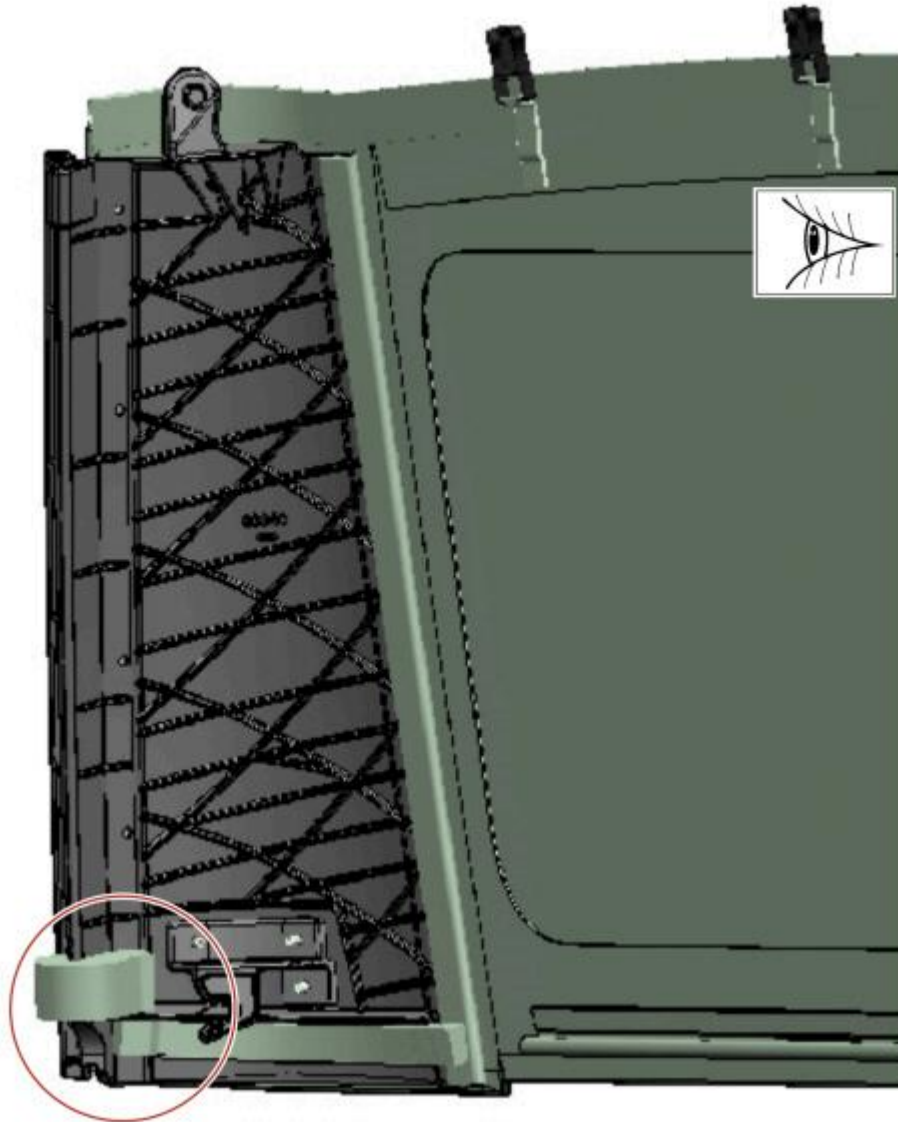
2. Remove the soft top rear quarter windows and rear window from the vehicle. Refer to WSM, Section 501-18A.

3. Place the rear window on a clean, flat, soft surface with the exterior facing down. Take care not to scratch the rear window.

NOTE: Most figures in this article represent the right side of the rear window. These figures must also be used for reference when reworking the left side of the rear window.

4. Identify the lower, inside corner of the rear window. (Figure 2)

Figure 2 – Showing the lower inside corner of the rear window. Right side shown, left side similar.



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5. Gently pull back the lower foam seal 2 in. (50 mm) and tuck it out of the way (Figure 3). This foam seal will be reattached at the end of the procedure. If the foam or its adhesive is damaged, rear window replacement would be required. If the rear window is replaced, the new window must be reworked following this article.

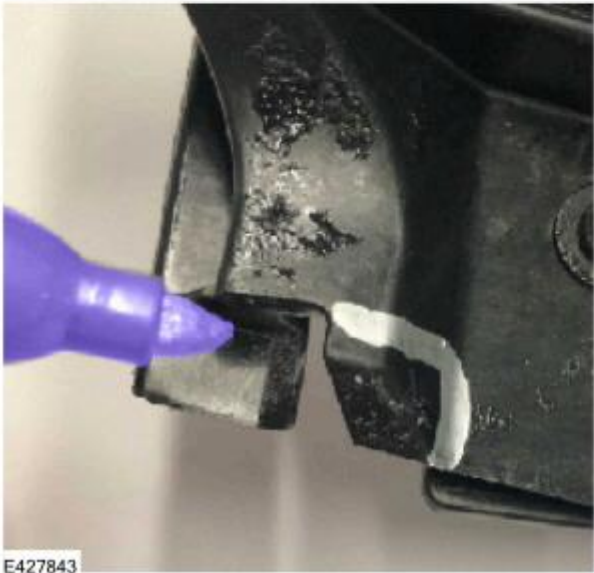
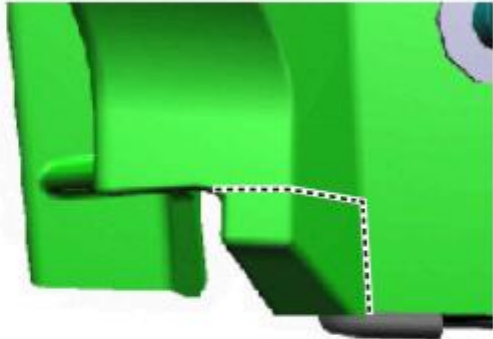
Figure 3 – Showing the lower foam seal correctly pulled back and tucked out of the way. Right side shown, left side similar.



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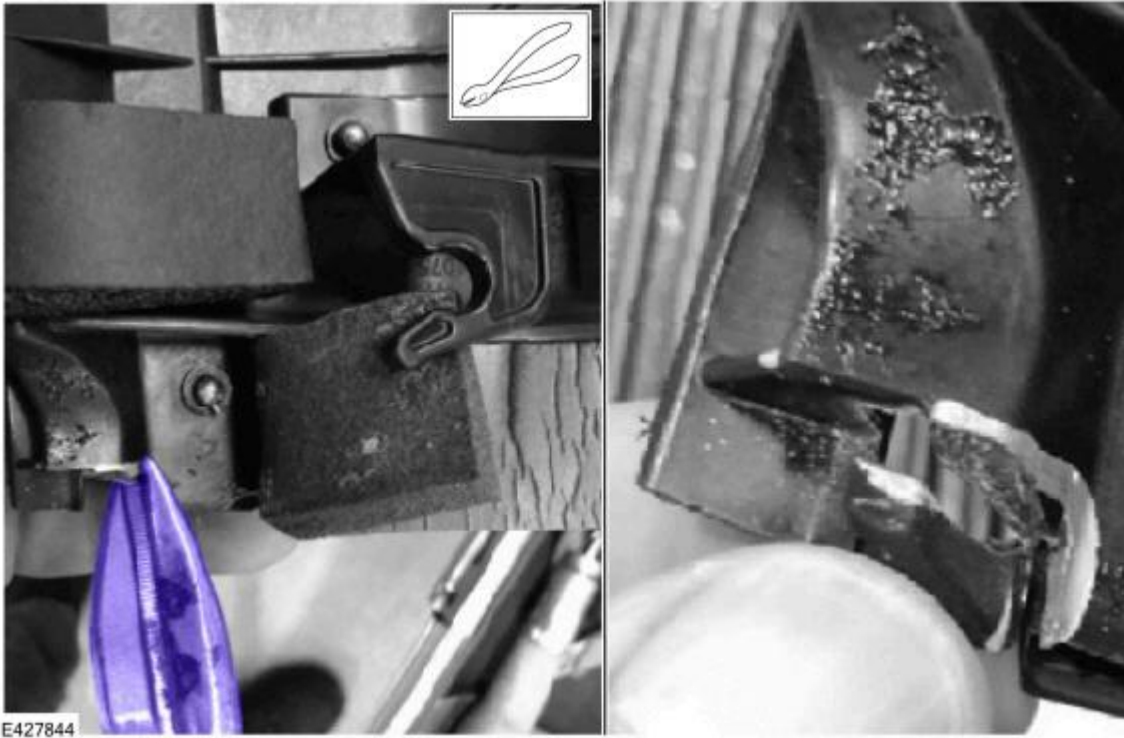
6. Use a paint pen or marker to draw two lines (one horizontal and one vertical) that intersect to form an L shape. These lines should follow the natural edges and contours shown in Figure 4.

Figure 4 – Right side shown, left side similar.



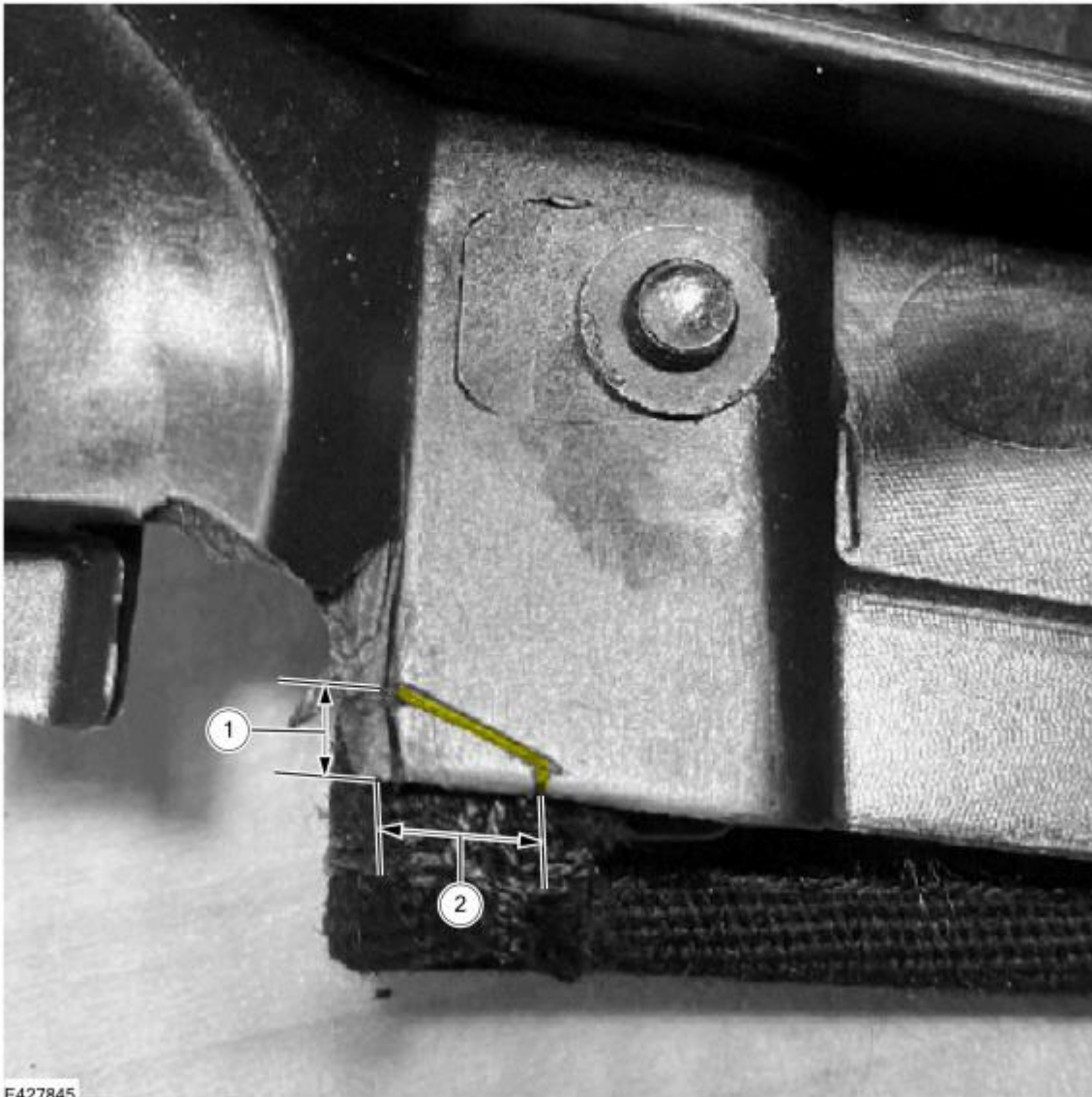
7. Use tin snips to carefully cut and then remove the rear window plastic section along the L-shaped lines that were drawn in Step 6. (Figure 5)

Figure 5 – Right side shown, left side similar.



8. Use a pick or similar tool to mark a spot that is 4 mm (0.16 in.) up from the plastic corner edge (Figure 6, Callout 1). Use a pick or similar tool to mark a spot that is 5 mm (0.2 in.) across (horizontally) from the same plastic corner edge (Figure 6, Callout 2). Use a straight edge and a pick or similar tool to create a cut a straight line from the first and second marks. This line should be cut deep enough from edge to edge so that the line can easily be seen. Take care not to damage the fabric behind the plastic during this step. (Figure 6)

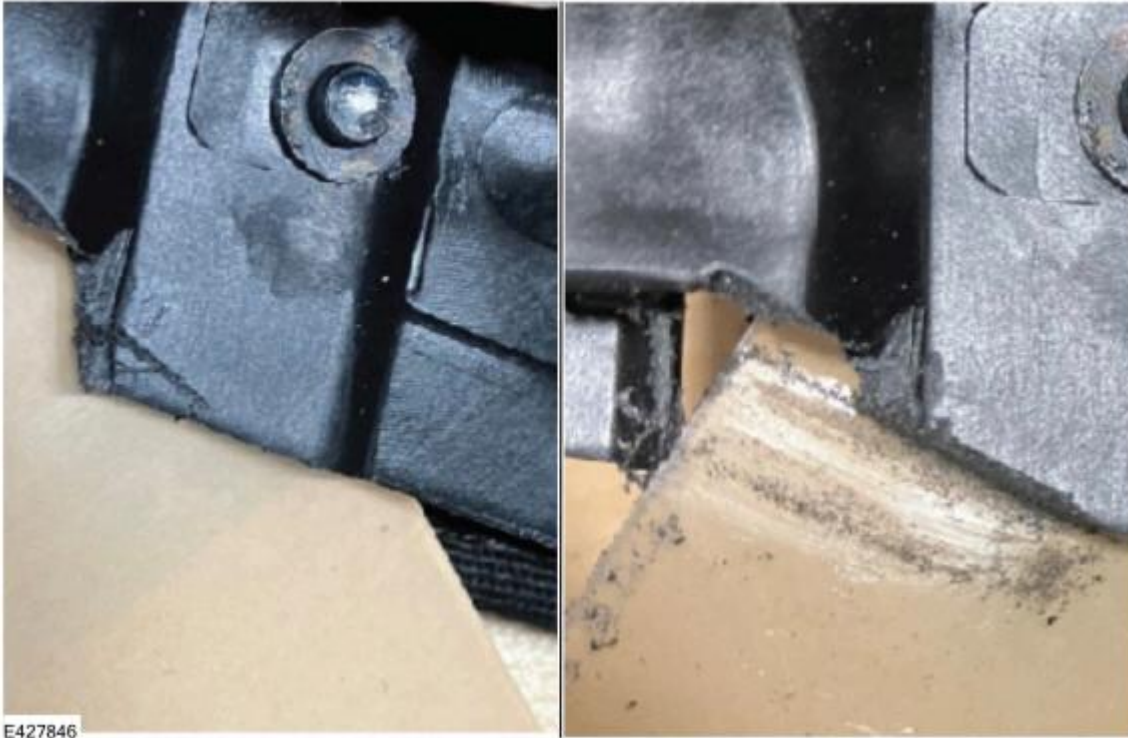
Figure 6 – Right side shown, left side similar.



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9. Slide a piece of thin protective material such as a manilla folder or similar item between the plastic and fabric in the area that was marked/cut in Step 8. With the fabric now protected, use a small file to carefully remove the triangular section of the plastic up to the line that was scored in Step 8 as the guide. (Figure 7)

Figure 7 – Showing proper placement of the protective material and before and after view of the plastic corner removed. Right side shown, left side similar.



10. Use a small file to remove sharp edges that remain on the rear window plastic as a result of cutting from the previous steps.

11. Clean all filing debris from the rear window and reattach the lower foam. If the foam is damaged or its adhesive does not stick, rear window replacement would be required. If the rear window is replaced, the new window must be reworked following this article. (Figure 8)

Figure 8 – Right side shown, left side similar.

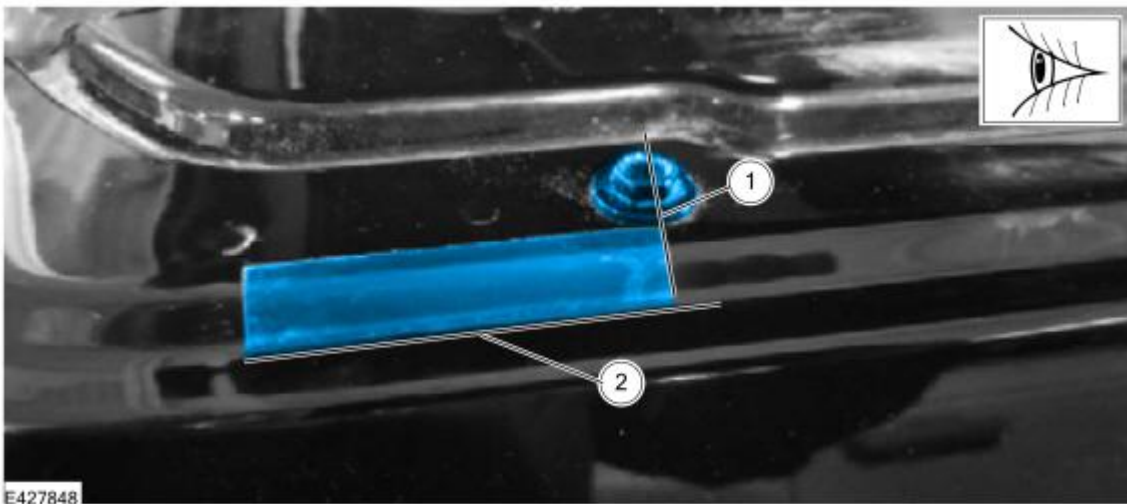


12. Repeat Steps 4-11 on the opposite side of the rear window, then proceed to Step 13 when both sides have been successfully modified.

13. Repair the paint damage on the rear quarter panel(s) restoring them back to factory condition. Allow all fresh paint a minimum of 24 hours to cure before proceeding to Step 14.

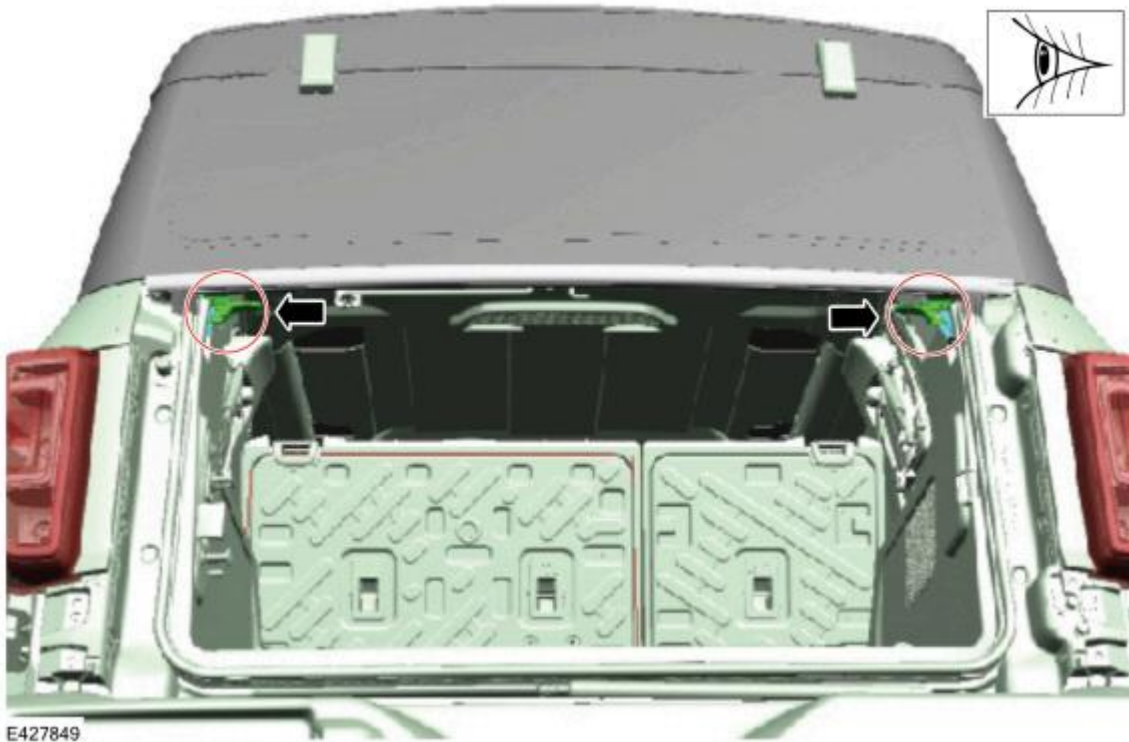
14. Use scissors to cut two pieces of ultra-high molecular weight polyethylene (UHMW) clear tape to a size of 13 mm x 65 mm (0.5 in. x 2.5 in.) each.
15. Use isopropyl alcohol or equivalent to clean the area shown in Figures 1 and 9. The left and right rear quarter panels must be completely clear of contaminants in this area. Allow the alcohol to dry before proceeding to Step 16.
16. Install the UHMW clear tape.
 - (1). Peel the backing from one piece of trimmed UHMW clear tape and place it on the rear quarter panel as shown in Figure 9. The bottom edge of the UHMW clear tape must align with the channel of the rear quarter panel (Figure 9, Callout 2) and the forward-facing edge of the tape must be behind the center point of the bolt on the rear quarter panel (Figure 9, Callout 1). Do not install any portion of the UHMW clear tape onto the bolt located nearby as this will prevent proper adhesion.
 - (2). Apply firm pressure to the UHMW clear tape once installed to complete the adhesion process.
 - (3). Perform Steps 16(1) and 16(2) on the rear quarter panel on the opposite side regardless of whether the quarter panel had damage or was painted.
 - (4). Proceed to Step 17.

Figure 9 – Showing correct installation location of the UHMW clear tape. Right side shown, left side similar.



17. Completely open the rear door and place the rear of the soft top in the raised position. Refer to the Owner's Manual > Removable Vehicle Components > Removable Soft Top > Opening and Closing the Soft Top > Accessing the Rear Cargo Area. The prop rod must not be used to stow the soft top in position. Use a large soft rolled up blanket or similar item to keep the rear section soft top in the up position.
18. Identify the two tension bow latch receivers on each side of the vehicle. (Figure 10)

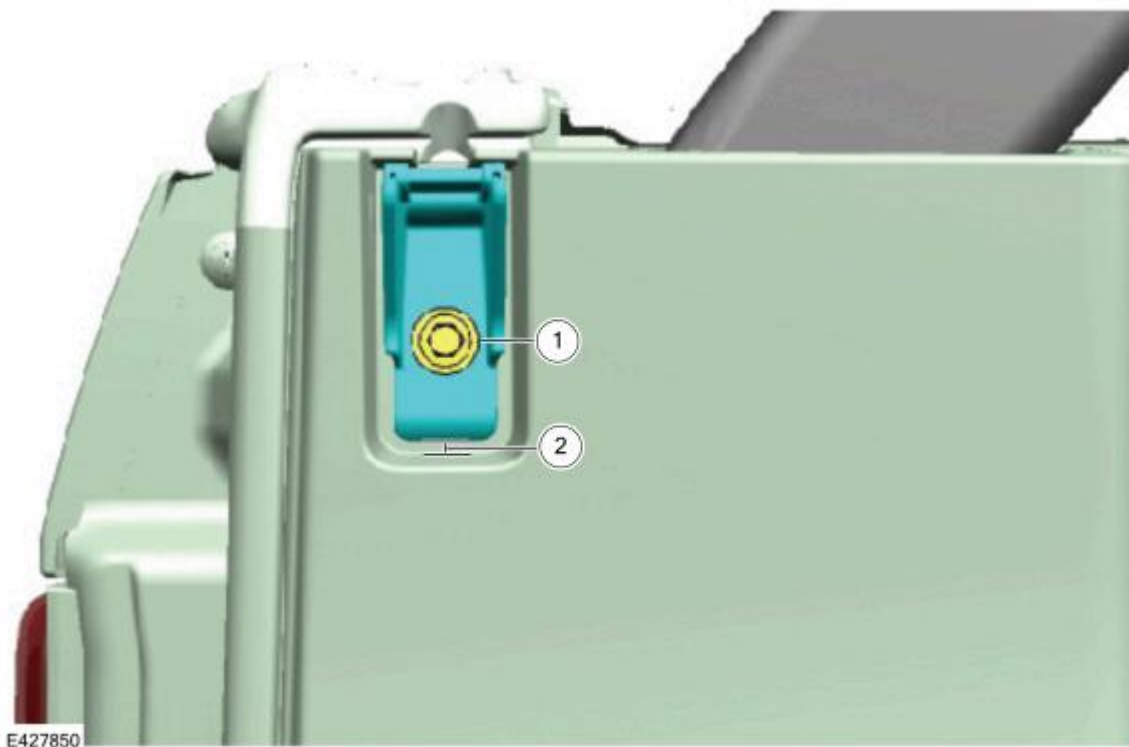
Figure 10 – Showing the location of the tension bow latch receivers. Rear door has been removed for demonstration purposes only.



19. Loosen the bolt on each tension bow latch receiver (Figure 11, Callout 1) just enough to allow the receivers to slide up and down. Adjust each receiver so the gap between the bottom of the receiver and the horizontal indentation on the body (Figure 11, Callout 2) is between 5-7 mm (0.20-0.28 in.). Tighten each bolt to 15Nm (132 in-lbs.). Lower the rear of the soft top roof into place so that it latches onto both receivers. Make sure both tension bow latches fully engage into the receivers. If adjustments are needed, do so moving both receivers up or down in 1 mm (0.04 in.) increments and retesting until proper latching is achieved.

20. Close the rear door. Shake the rear section of soft top roof in attempt to induce a rattle. If a rattle exists, open the rear door, and adjust both receivers down in 1 mm (0.04 in.) increments tightening each bolt to 15 Nm (132 in-lbs.). Retest for the presence of a rattle. Continue to make adjustments until the rattle is gone.

Figure 11 – Left side shown, right side similar.



21. Install the soft top rear quarter windows and rear window onto the vehicle. Refer to the WSM, Section 501-18A.

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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.