



# TECHNICAL SERVICE BULLETIN

## Soft Top Roof - Paint Scratches On Sports Tube

**21-2339**

30 September 2021

### Model:

Ford 2021 Bronco
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**Issue:** Some 2021 Bronco vehicles equipped with a soft top roof may experience paint scratches on the sports tube due to contact with the soft top roof frame during the open and close operation. This may be due to a lack of protective measures installed on the soft top roof frame. To correct the condition, follow the Service Procedure to apply protective hook and loop fasteners to sections of the soft top roof frame.

**Action:** Follow the Service Procedure steps to correct the condition if the vehicle meets all of the following criteria:

- 2021 Bronco
- Factory soft top roof
- Paint scratches present on the sports tube due to contact with the soft top roof frame

**NOTE:** Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

### Parts

Service Part Number	Quantity	Description
Obtain Locally	As Needed	3M™ Hook and Loop Fastener SJ/TB 3571 With Acrylic Adhesive (Minimum Width: 1 Inch)
Obtain Locally	As Needed	Isopropyl Alcohol Wipes

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

### Labor Times

Description	Operation No.	Time
2021 Bronco: Inspect, Replace Loop Fastener Following The Service Procedure	MT212339	Actual Time
Additional Time To Repair Any Damaged Paint Following The Service Procedure	MT212339	Actual Time

### Repair/Claim Coding

Causal Part:	7853000
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## Service Procedure

**NOTE: The hook and loop fastener system has 2 sides; the hook side, that is stiffer/more abrasive and the loop side, which is soft and fuzzy. This procedure will only use the loop side which is soft and fuzzy, the hook side will not be used.**

1. Open the soft top roof so that it sits 12 inches (30.5 cm) above the partially open position. Refer to the Digital Owner's Manual, Removable Vehicle Components > Removable Soft Top > Opening and Closing the Soft Top. (Figure 1)

Figure 1



2. Inspect for the 6 circular hook and loop fasteners located on the soft top frame as shown in Figure 2. Do all 6 locations (3 on each side) have hook and loop fasteners installed and properly secured to the frame? (Figure 2)

Figure 2



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- (1). Yes - proceed to Step 4.
  - (2). No - proceed to Step 3.
- 3.** Install/replace the loose, missing or mispositioned circular hook and loop fasteners to the soft top frame using the 3M™ Hook and Loop Fastener.
- (1). Remove any missing, mispositioned or loose hook and loop fasteners.
  - (2). Clean the affected application area of the frame using alcohol wipes.
  - (3). Cut the 3M™ Hook and Loop Fastener into a 0.78 inch (20 mm) diameter circle.
  - (4). Apply the prepared 3M™ Hook and Loop Fastener to the appropriate area of the soft top frame as shown in Figure 2.
  - (5). Repeat the above steps for each needed circular piece of 3M™ Hook and Loop Fastener. Proceed to Step 4.
- 4.** Inspect for hook and loop fasteners in the soft top frame shown in Figure 3 (right side shown, left side similar, 1 piece on the right frame mechanism and 1 piece on the left frame mechanism). Does the soft top frame have hook and loop fasteners installed and properly secured to these areas? (Figure 3)

Figure 3 - Right side shown, left side similar



- (1). Yes - proceed to Step 6.
- (2). No - proceed to Step 5.

**5.** Install/replace the loose, missing or mispositioned hook and loop fasteners to the lower notch of the soft top frame shown in Figure 3 using the 3M™ Hook and Loop Fastener.

- (1). Remove any missing, mispositioned or loose hook and loop fasteners.
- (2). Inspect this area for mylar tape and inspect its condition. If the tape is not properly secured, remove it from the frame.
- (3). Clean the application area of the frame using alcohol wipes.
- (4). Cut the 3M™ Hook and Loop Fastener to approximately 0.80 x 1.5 inch (20 mm x 40 mm).
- (5). Install the prepared 3M™ Hook and Loop Fastener to the lower notch on the frame by wrapping it around the notch so that it has firm adhesive contact on all three sides. (Figure 4) If the mylar tape was properly secure in Step 5(2), apply the hook and loop fastener over the tape.

Figure 4

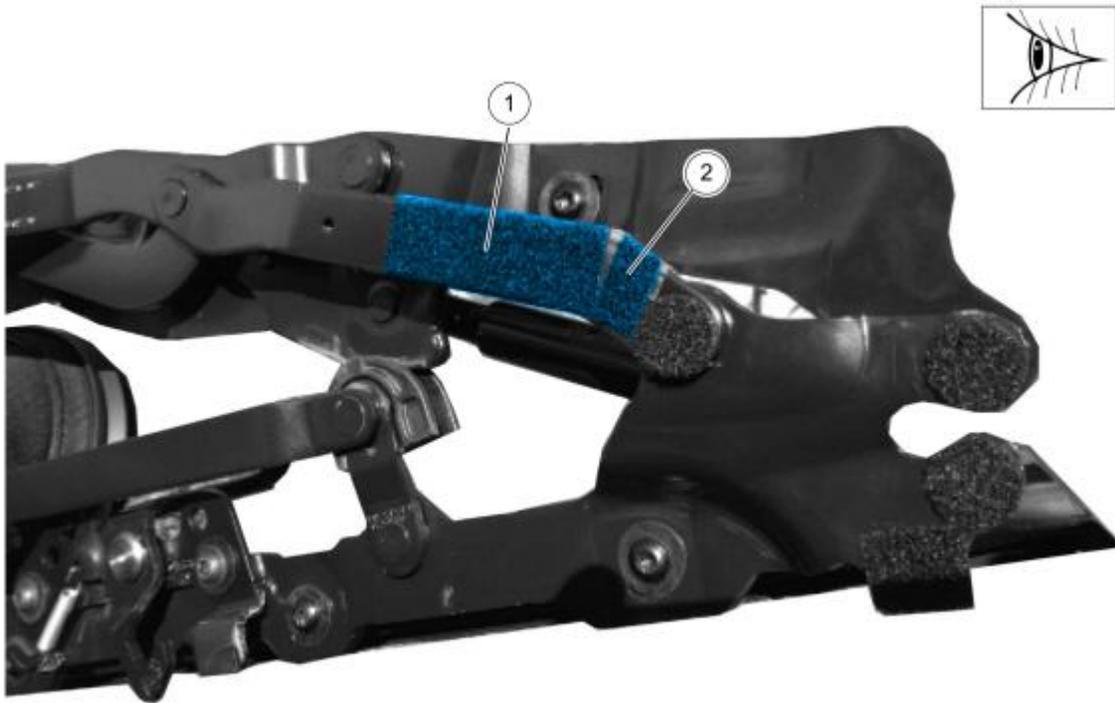


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(6). Repeat the above steps for the opposite side of the frame if necessary. Proceed to Step 6.

6. Inspect for hook and loop fasteners installed on the frame arm (2 pieces on each side). Does the soft top frame have hook and loop fasteners installed on these areas? (Figure 5 - Left side shown, right side similar)

Figure 5



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- (1). Yes - proceed to Step 8.
  - (2). No - proceed to Step 7.
- 7.** Install/replace the loose, missing or mispositioned hook and loop fasteners on the soft top frame arm using the 3M™ Hook and Loop Fastener.
- (1). Remove any missing, mispositioned or loose hook and loop fasteners.
  - (2). Inspect this area for mylar tape and inspect its condition. If the tape is not properly secured, remove it from the frame.
  - (3). Clean the application area of the frame using alcohol wipes.
  - (4). Cut the 3M™ Hook and Loop Fastener to the proper dimensions for the following areas:
    - Area 1 (Figure 5 Callout 1): approximately 0.78 x 2.3 inches (20 mm x 60 mm).
    - Area 2 (Figure 5 Callout 2): approximately 0.78 x 0.39 inches (20 mm x 10 mm).
  - (5). Apply the prepared 3M™ Hook and Loop Fastener to the appropriate area of the soft top frame being careful not to overlap other pieces of existing felt. (Figure 5) If the mylar tape was properly secured in Step 7(2), apply the hook and loop fastener over the tape.
  - (6). Repeat the above steps for the opposite side of the frame if necessary. Proceed to Step 8.
- 8.** Slowly cycle the soft top roof through all 3 positions (fully closed, partially open and fully open) while closely inspecting for contact with the sports tube. Do any potential contact points exist between the soft top frame and the sports tube that has not already been addressed in the previous steps?
- (1). Yes - proceed to Step 9.
  - (2). No - proceed to Step 10.
- 9.** Install additional 3M™ Hook and Loop Fastener to the soft top frame as needed. If 3M™ Hook and Loop Fastener is applied to one side of the soft top frame, install it in the same location on the opposite side.
- (1). Clean the application area of the frame using alcohol wipes.
  - (2). Cut the 3M™ Hook and Loop Fastener to the necessary dimensions.
  - (3). Apply the prepared 3M™ Hook and Loop Fastener to the appropriate area of the soft top frame. Do not apply 3M™ Hook and Loop Fastener to the sports tube.
  - (4). Repeat the above steps for the opposite side of the frame then proceed to Step 10.
- 10.** Repair all paint damage located on the sports tube as a result of contact with the soft top roof frame.
- 11.** During vehicle delivery, show the customer how to find the soft top tutorial video located within the vehicle's touchscreen. Find this video in the Digital Owner's Manual, Removable Vehicle Components > Removable Soft Top > Opening and Closing the Soft Top.