



GENERAL SERVICE BULLETIN

Bronco - Roof Concern Analysis

23-700418 January
2023

This bulletin supersedes 22-7120.

Summary

This article supersedes GSB 22-7120 to update the Service Information and vehicle model years affected.

This article is designed to provide examples of Bronco soft and hard top damage to assist in determining if the condition is warrantable or non-warrantable.

Service Information

Hard top (molded-in-color) cleaning and care

- Use a sponge to remove dust and loose dirt on the hard top surfaces.
- Wipe the surface with a soft, damp cloth with a mild soap and water solution. Dry the area with a clean, soft cloth.
- Use of chemicals, solvents, cleaning products, or use of abrasive cleaners, may damage the hard top surfaces.
- Information on approved cleaning and care products can be found in the Owner's Manual (Vehicle Care section).
- Do not use power tools, wax or polish on the hard top surface.

Soft top cleaning and care

- Remove lint with a lint roller or a vacuum with a soft bristle brush.
- Wash with an approved high quality convertible top cleaner and protectant.
- Do not use stiff bristle brushes, abrasive materials, or household cleaning products.
- High pressure water may cause water intrusion through the convertible top.
- Wash the vehicle by hand or by using a touchless commercial wash with no mechanical tracks on the floor.
- Use only a microfiber cloth, cold or lukewarm water, and a mild soap and water solution to clean the soft top windows by cleaning in a circular motion.
- Rinse thoroughly with cold water then wipe with a soft, damp cloth.
- Use a small amount of soft top window cleaner or equivalent to remove fine scratches as this will improve the visibility and provide UV protection to help prevent yellowing.
- Information on approved cleaning and care products can be found in the Owner's Manual (Vehicle Care section).
- Test any cleaner on an inconspicuous area before applying broadly.
- Do not use hot water or anything stronger than mild soap on the soft top window.
- Do not use solvents such as alcohol or harsh cleaning agents on the soft top.
- Do not use a scraper or de-icing chemicals to remove frost, snow, or ice. Use warm water only.
- Do not apply adhesive material, stickers, gummed labels, or any tape on the soft top window surface.

Non-warrantable conditions

- Cracks
- Soiling
- Pry marks

- Damage, burns, soil marks, cuts, scratches, scuffs, tears, or punctures
- Damage/surface appearance issues due to chemicals, solvents, or use of non-Ford approved cleaners and/or abrasives
- Locator pin and/or surface cracked/damaged on rear cap
- Tears or scuffs on canopy
- Soft top frame damage
- Rear/side window scratches or distortions
- Window buckles damaged

Hard Top Conditions

Surface appearance issues caused by use of unapproved chemicals and/or abrasives (Non-warrantable)

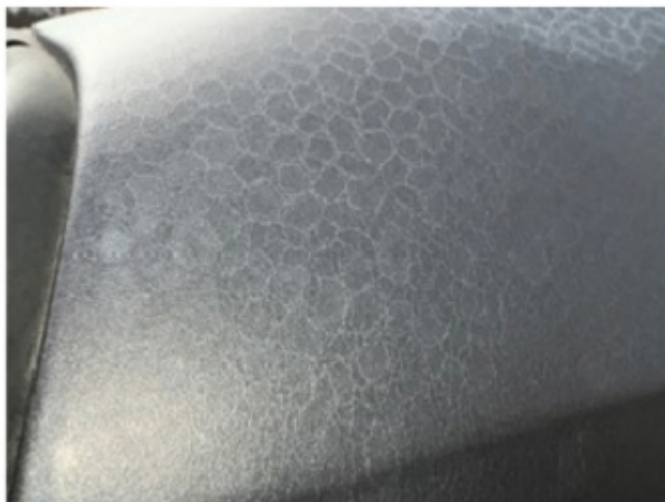
- Splotchy or cracking appearance over large area of hard top panels
- Discoloration around affected area (Figure 1-4)

Figure 1



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Figure 2



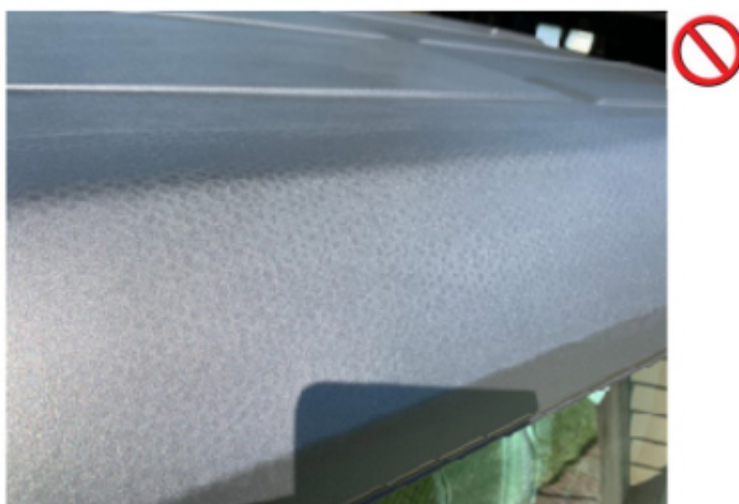
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Figure 3



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Figure 4



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Honeycomb pattern (Warrantable)

- Light honeycomb pattern showing without additional discoloration in area of concern (Figure 5-6)

Figure 5



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Figure 6



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Locator pin and surface cracked/damaged on rear cap (Non-warrantable)

- Damage to the pin or to the surrounding surface
- Can be damaged if dropped on the floor or on a hard surface after hard top removal (Figure 7-9)

Figure 7



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Figure 8



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Figure 9



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Cracks and scratches (Non-warrantable) (Figure 10-14)

Figure 10



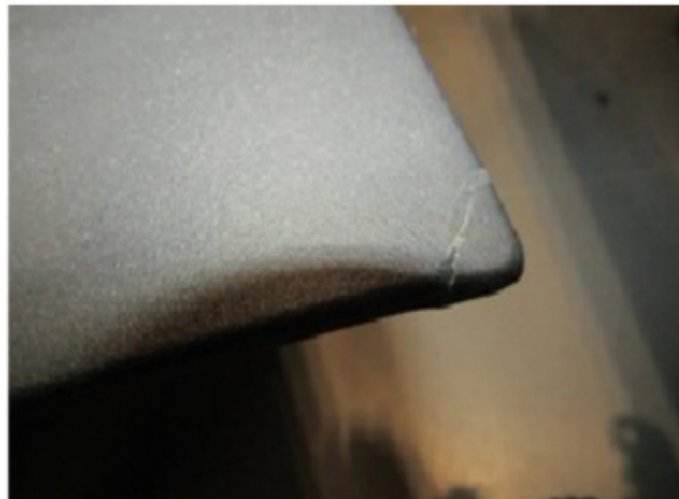
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Figure 11



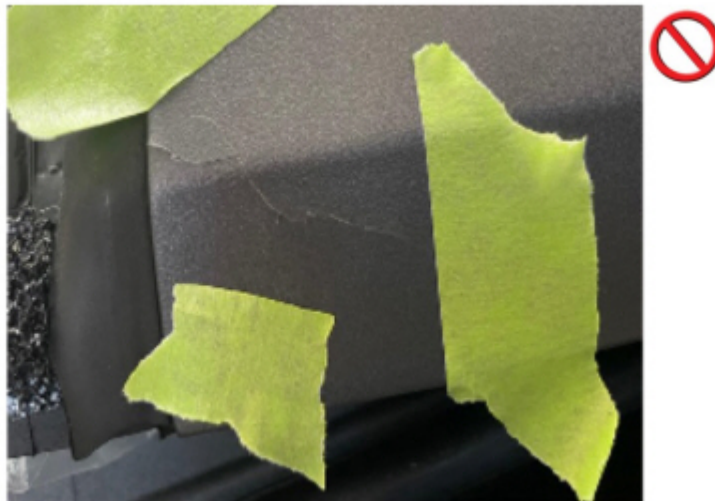
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Figure 12



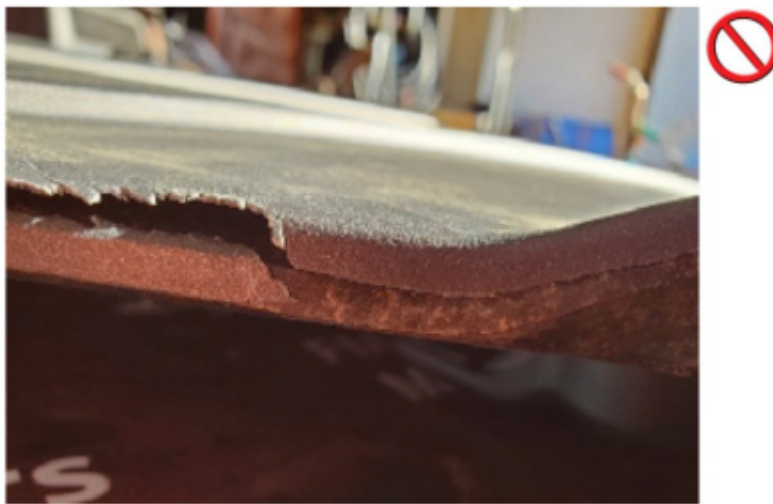
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Figure 13



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Figure 14



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Soft Top Conditions

Damage on front header corners (Non-warrantable)

- Cracks on front header and/or damage to latches
- Indicates external impact (Figure 15-16)

Figure 15



E395768

Figure 16



E395769

Tears/scuffs/abrasions on canopy (Non-warrantable)

- Commonly seen on the front corners
- Indicates impact (Figure 17-19)

Figure 17



E395770

Figure 18



E395771

Figure 19



E395772

Soft top frame bent (Non-warrantable)

- Bent soft top frame can only be caused by an external force (example: driving into a garage with the soft top in the open throw-back position) (Figure 20-21)

Figure 20



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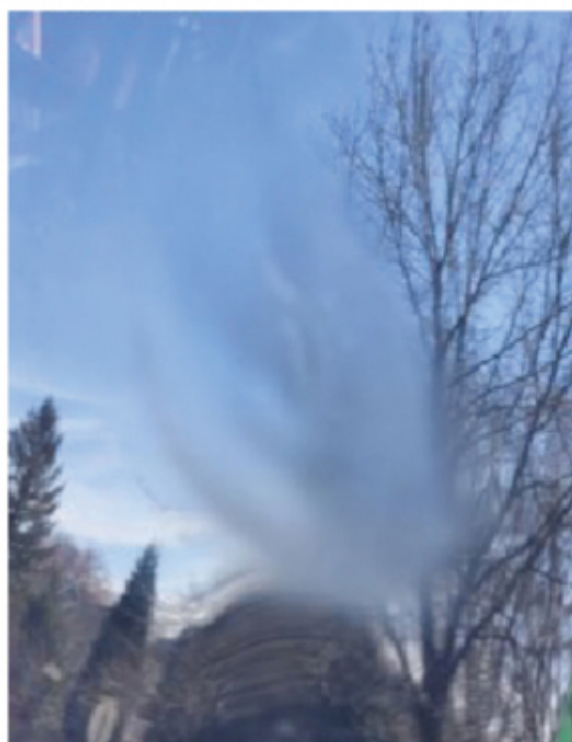
Figure 21



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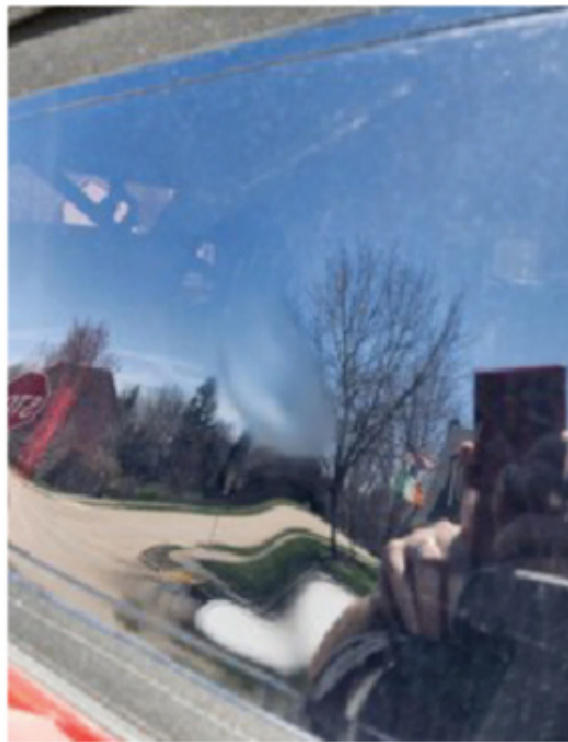
Rear/side window scratches or distortions (Non-warrantable) (Figure 22-24)

Figure 22



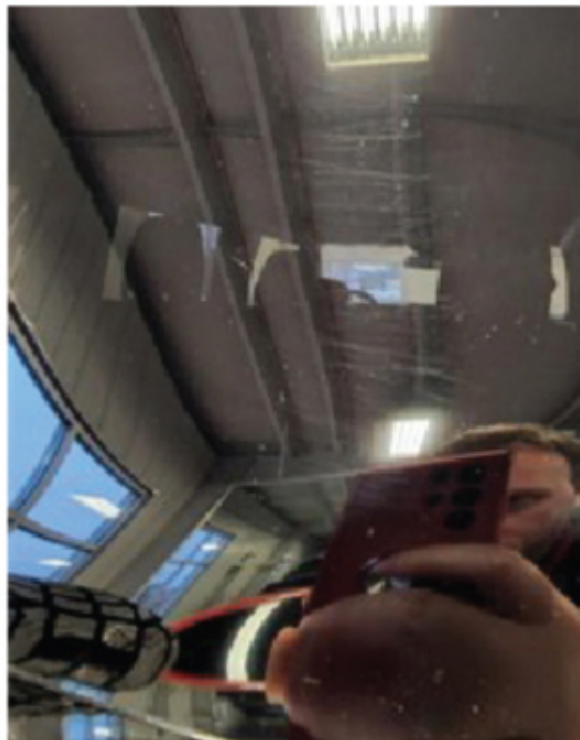
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Figure 23



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Figure 24



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Rear/side window buckles damaged (Non-warrantable) (Figure 25-27)

Figure 25



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Figure 26



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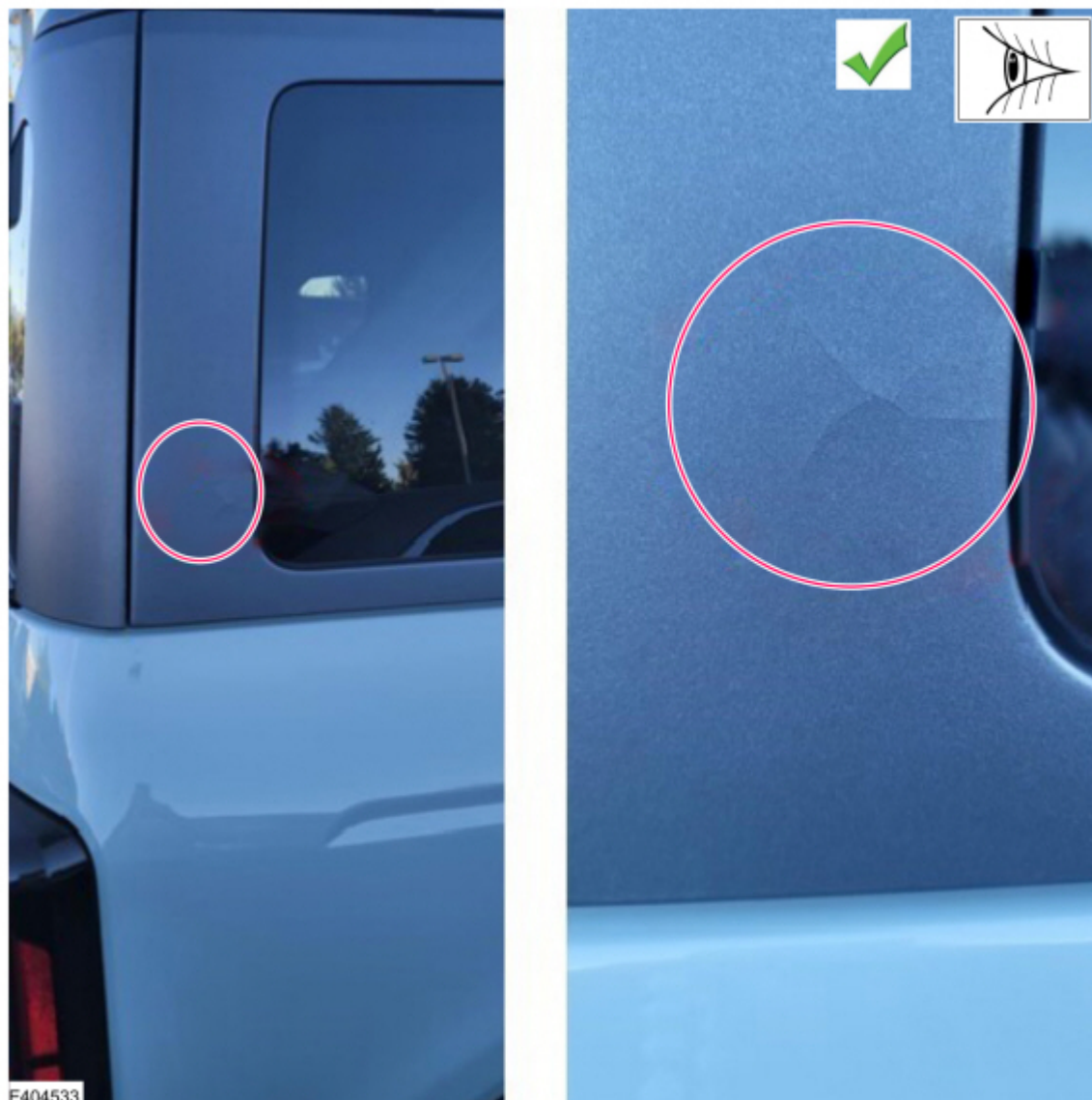
Figure 27



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NOTE: The soft top window buckles (male and female) are available in the parts catalog as an end item. Buckle failure does not require replacement of the soft top window or soft top material.

Rear/side window hard top rear side panel cracks or fractures (Warrantable) (Figure 28)



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NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, workshop manual (WSM) procedures or technical training or wiring diagram information.