

Carriage of load compartment sliding door runs out of lower guide rail

Topic number	LI72.16-N-069628
Version	1
Function group	72.16 Sliding doors
Date	04-04-2019
Validity	Model 907.###
Reason for change	Measure 3 adapted and validity limited.
Reason for block	

Complaint:

The guide roller of the lower carriage of the load compartment sliding door can run out of the guide rail in the front area (see picture 01).

Attachments	
File	Description
01.jpg	The guide roller of the lower carriage of the load compartment sliding door can run out of the guide rail in the front area. (Note: shown on left sliding door)

Cause:

Under analysis!

Remedy:

Info: Fundamentally, for ideal guidance of the load compartment sliding door, a minimum overlap of the guide roller of the lower carriage should be guaranteed via appropriate adjustment.

If the guide roller of the carriage at the load compartment sliding door protrudes downwards out of the guide rail by more than max. 2 mm in the entire range of travel (see picture 02), then the following measures are necessary.

Measure 1:

1. Carry out height adjustment (z dimension) of the lower carriage to maximum amount upwards (see picture 03 and AR72.16-D-1023TS).

Note: For this, it must be ensured that there is no collision between the hook of the arrester, the guide rail and the bolt.

Info: If measure 1 is not expedient, please continue with measure 2.

Measure 2:

1. Perform rotation of lower carriage about its axis (see picture 04 and AR72.16-D-7844TS or AR72.16-D-7844TSA).

Info: As a result, the guide roller of the lower carriage is moved upward.

Info: If the correction to the height adjustment of the guide roller made by measure 1 and 2 is insufficient, carry out measure 3.

XENTRY TIPS

Measure 3:

1. Move upper guide rail. The guide rail at the top must rise in the direction of travel (see picture 05) (see AR72.16-D-7811TS).

Info: The height should be adjusted such that the guide roller of the lower carriage protrudes out of the guide rail by max. 2 mm. The following describes how to make the upper guide rail adjustable in a forward direction of travel:

- Drill the front 2 of 3 bores in the body-in-white, which are used to mount the guide pins of the upper guide rail, to a diameter of 6.5 mm.

Note: Please remove resulting drill chips and apply usual anti-corrosion protection to both enlarged bores. In addition, any collision between the arrester hook, the guide rail and the bolt must be avoided, as described under measure 1.

Note If the body-in-white of the load compartment sliding door is damaged in the area of the connection with the upper carriage, please create a PTSS case with details of the damage and with informative photographs. In these cases a separate assessment of the complaint and of the damage is required.

Attachments	
File	Description
02.jpg	Guide roller of carriage at load compartment sliding door (measure 1). (Note:shown on left sliding door)
03.jpg	Height adjustment of the lower carriage to maximum amount upwards (z dimension) (measure 1). (Note:shown on left sliding door)
04.jpg	Rotation of the lower carriage about its axis (measure 2). (Note:shown on left sliding door)
05.jpg	Move upper guide rail. The upper guide rail must rise in the direction of travel (measure 3). (Note:shown on left sliding door)

Symptoms
Body / Door/Flap / Door / Door / Inaccurate fit

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
72-1023	ADJUST SLIDING DOOR, LOCATION:.	0.8	72N0K 51	Right sliding door incorrectly adjusted When performing measure 1, 2 or 3. The listed damage code is not to be considered as an acceptance of costs. The general guidelines in the Warranty Manual apply.
72-3936	EXTRA WORK FOR: ADJUST SLIDING DOOR, VEH. WITH ELECTRIC SLIDING DOOR.	0.1		When performing measure 1, 2 or 3.

XENTRY TIPS

72-7844	REMOVE/INSTALL LOWER DOOR GUIDE OF RIGHT SLIDING DOOR, NB REPLACE IF NECESSARY	0.5		When performing measure 2.
72-7811	REMOVE/INSTALL UPPER GUIDE RAIL OF SLIDING DOOR, LOCATION:..., REPLACE IF NECESSARY	0.4		When performing measure 3.
72-1023	ADJUST SLIDING DOOR, LOCATION:.....	0.8	72A0K 51	Left sliding door incorrectly adjusted When performing measure 1, 2 or 3. The listed damage code is not to be considered as an acceptance of costs. The general guidelines in the Warranty Manual apply.
72-3936	EXTRA WORK FOR: ADJUST SLIDING DOOR, VEH. WITH ELECTRIC SLIDING DOOR.	0.1		When performing measure 1, 2 or 3.
72-7843	REMOVE/INSTALL LOWER DOOR GUIDE OF LEFT SLIDING DOOR, REPLACE IF NECESSARY	0.5		When performing measure 2.
72-7811	REMOVE/INSTALL UPPER GUIDE RAIL OF SLIDING DOOR, LOCATION:..., REPLACE IF NECESSARY	0.4		When performing measure 3.

WIS-References

Document number	Title	Note	Allocation
AR72.16-D-1023TS	Adjust sliding door	When performing measure 1, 2 or 3.	Remedy
AR72.16-D-7844TS	Remove/install lower carriage of sliding door	When performing measure 2. Model 907.6/7 except code EL9 (2-way speaker system at front and rear) except code FY2 (Double lock) except code T50 (Electrical closing assist of right sliding door) except code T51 (Electrical closing assist of left sliding door) except code T55 (Electrical actuation of right sliding door) except code T56 (Electrical actuation of left sliding door)	Remedy
AR72.16-D-7844TSA	Remove/install lower carriage of sliding door	When performing measure 2. Model 907.6/7 with code EL9 (2-way speaker system at front and rear)	Remedy

XENTRY TIPS

		Model 907.6/7 with code FY2 (Double lock) Model 907.6/7 with code T50 (Electrical closing assist of right sliding door) Model 907.6/7 with code T51 (Electrical closing assist of left sliding door) Model 907.6/7 with code T55 (Electrical actuation of right sliding door) Model 907.6/7 with code T56 (Electrical actuation of left sliding door)	
AR72.16-D-7811TS	Remove/install upper guide rail for sliding door	When performing measure 3.	Remedy

Validity		
Vehicle	Engine	Transmission
Sprinter 907	*	*

Attachments

01.jpg:



XENTRY TIPS

02.jpg:



03.jpg:



XENTRY TIPS

04.jpg:



XENTRY TIPS

05.jpg:

