


## Front door collides with fender

Topic number	LI72.10-N-077998
Version	1
Function group	72.10 - Front door
Date	7/4/24
Validity	Models 907
Reason for change	Damage code revised Updated from LI72.10-N-071190

### Complaint

Front door collides with fender (see attachment, picture 01, 02 and 03).

Attachments	
File	Description
<a href="#">01.jpg</a>	Front door collides with fender in area of lower hinge.
	
<a href="#">02.jpg</a>	Body damage on the front door and fender.



03.jpg

Crack on threaded connection in door



## Cause

Excessive dynamic stress results in permanent deformation of the lower hinge and causes the front door to collide with the fender.

This can result in damage to the door holder and the front door at the threaded connection of the door holder.

## Remedy

Note: In the event of damage to be claimed under warranty, please follow warranty guidelines 10.11.1 (see below)

Damaged body components will need to be repaired or replaced by a MB certified collision center.

1. Conduct a visual check for cracks on threaded connection of door holder in front door. In the event of damage, please create a TIPS case with informative pictures.
2. Replace lower hinge of front door on affected side of vehicle. (lower hinge will need to be painted)
3. Replace door holder (on both sides) with modified, shortened door holder. If part number A910 720 17 00 is imprinted on the part, then replace this part with the revised, shortened door holder.
4. For a repeat failure on a vehicle that has been previously repaired with the updated parts, Please create a TIPS case

Note: The modified, shortened door holder reduces the opening angle of the door by approx. 6°. The contact surface in the door has been enlarged.

Warranty guideline 10.11.1- Photos must include: 1) Photo of larger area on the vehicle with damage circled, 2) Photo of damaged area (zoomed in/focused) and 3) VIN plate from B-Pillar or seat base of driver's seat (location dependent on vehicle model). If photos are not attached to the claim, the claim is subject to debit.

WIS-References		
Document number	Title	Note
AR72.10-D-2662TS	Remove/install hinge of front door	
AR72.10-D-2100TS	Remove/install door holder	

## Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Body > Body/Cab > Fender > Bad fitting
Body > Body/Cab > Body > Surface warp
Body > Door/Flap > Door > Door > Inaccurate fit
Body > Door/Flap > Door > Door > Stiff movement/jammed
Body > Door/Flap > Door > Door > Door holder faulty
Overall vehicle > Paint/corrosion > Paint damage > Foreign influence
Overall vehicle > Paint/corrosion > Paint damage > Cracks

# XENTRY Tips

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 910 720 14 00			Left front door lower hinge	1		X
A 910 720 16 00			Right front door lower hinge	1		X
A 910 720 59 00			Door holder, shortened	2		X

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
722642	REPLACE HINGE (LOWER) OF 1ST DOOR, LOCATION:..... (DOOR REMOVED)		72A13	Front door hinge - "System overstressed" The listed damage code is not to be considered a cost acceptance. The general guidelines in the Warranty Manual apply.
722705	REPLACE DOOR HOLDER OF FRONT DOOR ....		72A21	Front door hinge - "System overstressed" The listed damage code is not to be considered a cost acceptance. The general guidelines in the Warranty Manual apply.
856000	PERFORM DENT REPAIR (1-3 DENTS PER PART), LOCATION:.....			Front door hinge - "System overstressed" The listed damage code is not to be considered a cost acceptance. The general guidelines in the Warranty Manual apply.
722642	REPLACE HINGE (LOWER) OF 1ST DOOR, LOCATION:..... (DOOR REMOVED)		72N13	Front door hinge - "System overstressed" The listed damage code is not to be considered a cost acceptance. The general guidelines in the Warranty Manual apply.
722642	REPLACE HINGE (LOWER) OF 1ST DOOR, LOCATION:..... (DOOR REMOVED)		72A12	Front door hinge - "System overstressed" The listed damage code is not to be considered a cost acceptance. The general guidelines in the Warranty Manual apply.
722642	REPLACE HINGE (LOWER) OF 1ST DOOR, LOCATION:..... (DOOR REMOVED)		72N12	Front door hinge - "System overstressed" The listed damage code is not to be considered a cost acceptance. The general guidelines in the Warranty Manual apply.
722705	REPLACE DOOR HOLDER OF FRONT DOOR ....		72N21	Front door hinge - "System overstressed" The listed damage code is not to be considered a cost acceptance. The general guidelines in the Warranty Manual apply.