Drop Line Service Manual



Contents

- Service Interval Schedule
- Bi-Annual Service
- Complete Overhaul Service
- Cartridge Replacement
- Trouble Shooting

Service Interval Schedule

Dropper Post		Models: Drop Line 100mm/125mm/150mm						
	•	Rider with basic mechanical skills, tools, and knowledge						
	√	Certified Bicycle Technician						
Service at the indicated distance or time - whichever is most appropriate for your riding conditions	Months	Every Ride	New Bike 1st Service	3	6	9	12	24
	Miles			200	400	600	800	1600
	Hours			25	50	75	100	200
Dropper Post								
BONTRAGER								
Wipe stanchion tube clean with a lint free rag		•	•					
Clean and lubricate seatpost					√		√	
Complete seatpost overhaul								√

Maintenance is defined as activities required or undertaken to conserve as nearly, and as long, as possible the original condition of an asset or resource while compensating for normal wear and tear. Simply following the steps outlined in the service interval schedule will help keep your Drop Line dropper post running like new for the life of the post.

- Keeping your Drop Line dropper post clean will elongate the life of the product.
- The Bi-Annual service is to replace internal grease to elongate the life of the post. Bi-annual service will help ensure the functionality of the post and keep the amount of, saddle, side-to-side play to a minimum.
- The Complete Overhaul will replace all wear items within the system in order to maintain smooth travel and a reduced amount of unwanted movement otherwise known as ‘play’.

Glossary


Seat Clamp Assembly
Under Bar Lever
Upper Stanchion Tube
Dust Wiper Collar
Lower Seatpost Tube
Actuator Body

Small Parts Glossary



Drop Line Glossary		
Item No.	Description	TCG Description
1	Upper Stanchion Tube	N/A
2	Lower Seatpost Tube	N/A
3	Cartridge	Cartridge 100mm, 125mm, 150mm
4	Dust Wiper Collar	N/A
5	Dust Wiper	Service Kit
6	Upper Bushing	
7	Bottom Out Bumper	
8	Bottom Out Spacer	
9	Lower Bushing	
10	Upper Cartridge Mounting Bolts	Cartridge Mounting Kit
11	Lower Cartridge Mounting Bolts	
12	Actuator Body	N/A
13	Upper Cartridge O-ring	Spacer Kit
14	Lower Cartridge O-ring	

Drop Line Service Parts		
TCG Part Number	**Description**	**Quantity**
543337	Seatpost Part Bontrager Drop Line Service Kit	1
543338	Seatpost Part Bontrager Drop Line Cartridge Mounting Kit	1
W533274	Seatpost Part Bontrager Drop Line Cable Head Adapter	1
W541106	Seatpost Part Bontrager Drop Line Cartridge 150mm	1
W532631	Seatpost Part Bontrager Drop Line Cartridge 125mm	1
W541107	Seatpost Part Bontrager Drop Line Cartridge 100mm	1
537017	Seatpost Part Bontrager Drop Line Universal Lever	1
W532879	Seatpost Part Bontrager Drop Line Under Bar Lever	1
546822	Seatpost Part Bontrager Drop Line Spacer Kit	1



537017



W532879



W533274



543338



543337

Drop Line Bi-Annual Service

Required Tools:

2mm hex wrench

8mm hex wrench

Strap wrench

Grease

Loctite 242 or 243

Isopropyl Alcohol

Lint free rag

Disassembly

1. Start with a clean environment.
2. Ensure all parts needed for the Drop Line Bi Annual Service are present.

TCG Part Number	Description	Quantity
543337	Seatpost Part Bontrager Drop Line Service Kit	1

Table 1. Bontrager Drop Line recommended service parts.

3. Mark rider's seatpost height.
   3.1. Use masking tape or a paint pen to mark the riders preferred seatpost height
4. Remove seatpost from the frame.
   4.1. We recommend changing the cable and housing during this service.
      4.1.1. See Cable and Housing replacement document for instructions.
   4.2. When not replacing cable and housing, mark the placement of the handlebar mounted lever and remove it from the handlebar to allow housing to move into the frame while removing the seatpost.
   4.3. Loosen the seat collar fastener and remove the seatpost.
5. Disconnect the cable from the bottom of the seatpost.
6. Remove the actuator body from the bottom of the seatpost.
   6.1. Using an 8mm hex wrench on the actuator body and holding the saddle, turn the 8mm hex wrench counter clockwise and unthread the actuator body from the bottom of the seatpost lower tube.
      6.1.1. If no saddle is attached use an 8mm hex wrench on the actuator body and holding the seatpost lower tube with a strap wrench, turn the 8mm hex wrench counter clockwise and unthread the actuator body from the bottom of the seatpost lower tube.
   6.2. When the actuator body is completely free of the bottom of the seatpost lower tube, use a 2mm hex wrench to remove both lower cartridge capture pins from the actuator body, exposing the poppet valve at the end of the cartridge.



Figure 6.1. While holding the saddle loosen the actuator body.



Figure 6.1.1. Using a strap wrench to loose actuator body.

7. Disassemble the seatpost lower tube and the stanchion tube.
   7.1. While holding the seatpost lower tube with a strap wrench turn the dust wiper collar counter clockwise and unthread it from the seatpost lower tube.
   7.2. Hold the seatpost lower tube and gently pull the stanchion tube towards the dust wiper collar pulling the upper bushing, and releasing the stanchion tube, from the seatpost lower tube.



Figure 6.1. The actuator body free from the lower seatpost tube.



Figure 6.2. Use a 2mm hex wrench for removal.

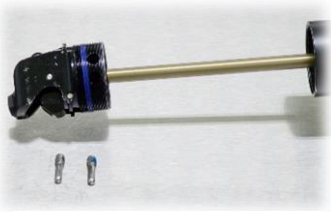


Figure 6.2. Lower Cartridge Mounting Bolts removed.



Figure 6.2. Poppet valve free from actuator body.



Figure 7.1. Use a strap wrench to loosen Dust Wiper Collar.



Figure 7.1. Dust Wiper Collar removed from the Lower Seatpost Tube.



Figure 7.2. Lightly pull up on the Stanchion Tube to remove the Upper Bushing.



Figure 7.2. Upper Bushing free of the Lower Seatpost Tube free the seatpost assembly.

8. Clean all components of the assembly.

8.1. Clean all parts of the system (i.e. both tubes, bushings, and seals) with isopropyl alcohol, making sure to remove all grease from the system.

8.2. Spray the inside of the lower tube with isopropyl alcohol and pull a lint free rag through the seatpost lower tube.

8.3. Clean off both lower cartridge capture pins, removing any old thread locker.



Figure 8.1. Clean everything with isopropyl alcohol.



Figure 8.2. Be sure to run a rag through the Lower Seatpost Tube.



Figure 8.2. Clean inner Lower Seatpost Tube.



Figure 8.1. Upper Stanchion Tube bushing assembly.





Figure 8.1. Be sure all parts of the assembly are clean of any grease or dirt.

Assembly



Figure 1.1. Grease the keyways on the Upper Stanchion Tube.

1. Apply new grease to the system before assembly
   1.1. Apply grease liberally to all keyway surfaces, upper and lower bushings, and the first quarter of the stanchion tube below the dust wiper collar.
   1.2. We recommend using Park Tool Polylube 1000 grease.

TCG Part Number	Description	Quantity
75273	Park Tool Polylube 1000 – Squeeze Tube 4 oz.	1
75274	Park Tool Polylube 1000 – Tub 16 oz.	1

   1.3. Apply Loctite 242 or 243 to both the lower cartridge capture pins and the actuator body threads.

TCG Part Number	Description	Quantity
87670	Loctite 242 (Blue) – Capsule .5ml	1
431640	Loctite 242 (Blue) – Bottle 10ml	1



Figure 1.1. Grease inside the Lower Seatpost Tube

2. Assemble the seatpost lower tube and the stanchion tube.
   2.1. Position the stanchion tube so that the rear of the seat clamp aligns with the Minimum Insertion graphic on the rear of the seatpost lower tube.
   2.2. Slide the tubes together making sure the lower bushing does not move.
   2.3. Slide the top out ring into the seatpost lower tube and place the upper bushing and spacer at the top of the seatpost lower tube.
   2.4. Use the dust wiper collar to press in the upper bushing by holding the bushing in place and threading the dust wiper collar onto the seatpost lower tube hand tight.
   2.5. While holding the seatpost lower tube, slide the stanchion tube in both directions ensuring smooth travel for full travel of the seatpost.



Figure 2.1. Align the back of the saddle or seat clamp with the minimum insertion graphic.

3. Install Actuator body.
   3.1. Install the bottom out bumper over the trigger end of the cartridge.
   3.2. Slide the actuator body onto the trigger end of the cartridge and use a 2mm hex wrench to install both lower cartridge capture pins into the actuator body, Torque to 1.1 Nm.
   3.3. Using an 8mm hex wrench on actuator body, and holding the seatpost lower tube with a strap wrench, turn the 8mm hex wrench clockwise and thread the actuator body onto the bottom of the seatpost lower tube. Torque to 5 Nm.



Figure 2.1 Insert the Upper Stanchion Tube into the Lower Seatpost Tube.

4. Connect the cable, from inside the seat tube, to the actuator body on the bottom of the seatpost.
5. Install the seatpost into the frame.
6. Return the seatpost to the previously marked position.
   6.1. Remove the masking tape or paint pen marking unless otherwise specified.
   6.2. Ensure the saddle is aligned with the top tube and torque the seat clamp fastener to the recommended torque.
   6.3. When not replacing the cable and housing, re-install the handlebar-mounted lever to the handlebar to the previously marked position.
7. Clean each tool and your workspace with isopropyl alcohol.

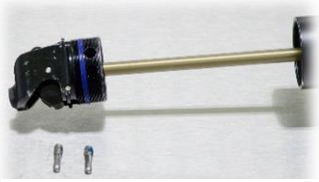


Figure 3.2. Install the actuator body over the poppet valve on the bottom of the cartridge.



Figure 3.2. Use a 2mm hex wrench.



Figure 3.3. Use an 8mm hex wrench to tighten the actuator body into the Lower Seatpost Tube.



Figure 3.3. Torque to 5 Nm.

Drop Line Complete Overhaul Service

Required Tools:

2mm hex wrench

2.5mm hex wrench

8mm hex wrench

Strap wrench

Reverse 90^{o} snap ring pliers

Flush cut pliers

Straight or 90^{o} metal pick

Park Tool Polylube 1000

Loctite 242 or 243

Isopropyl Alcohol

Lint free rag

Disassembly

1. Start with a clean environment.
2. Ensure all parts needed for the Drop Line Overhaul Service are present.

TCG Part Number	Description	Quantity
543337	Seatpost Part Bontrager Drop Line Service Kit	1

Table 2. Required Bontrager Drop Line service parts for Overhaul service.

3. Mark rider's seatpost height.
   3.1. Use masking tape or a paint pen to mark the riders preferred seatpost height
4. Remove seatpost from the frame.
   4.1. We recommend changing the cable and housing during this service.
      4.1.1. See Cable and Housing replacement document for instructions.
   4.2. When not replacing cable and housing, mark the placement of the handlebar mounted lever and remove it from the handlebar to allow housing to move into the frame while removing the seatpost.
   4.3. Loosen the seat collar fastener and remove the seatpost.
5. Disconnect the cable from the bottom of the seatpost.
6. Remove the actuator body from the bottom of the seatpost.
   6.1. Using an 8mm hex wrench on the actuator body and holding the saddle, turn the 8mm hex wrench counter clockwise and unthread the actuator body from the bottom of the seatpost lower tube.
      6.1.1. If no saddle is attached use an 8mm hex wrench on the actuator body and holding the seatpost lower tube with a strap wrench, turn the 8mm hex wrench counter clockwise and unthread the actuator body from the bottom of the seatpost lower tube.
   6.2. When the actuator body is completely free of the bottom of the seatpost lower tube, use a 2mm hex wrench to remove both lower cartridge capture pins from the actuator body, exposing the poppet valve at the end of the cartridge.



Figure 6.1. While holding the saddle loosen the actuator body.



Figure 6.1.1. Using a strap wrench to loose actuator body.



Figure 6.1. The actuator body free from the lower seatpost tube.



Figure 6.2. Use a 2mm hex wrench for removal.

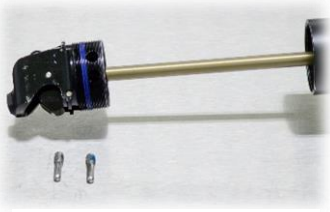


Figure 6.2. Lower Cartridge Mounting Bolts removed.



Figure 6.2. Poppet valve free from actuator body.

7. Remove the cartridge from the seatpost.
   - 7.1. Using a 2.5mm hex wrench, remove both upper cartridge capture pins from the seatpost head.
   - 7.2. Be sure to keep a hand on the cartridge while removing the upper cartridge capture pins to keep it from falling out of the bottom of the seatpost.



Figure 7. Use a 2.5mm hex wrench.



Figure 7. Cartridge removed from Drop Line seatpost with Upper Mounting bolts, Lower Mounting Bolts, and bottom out bumper.

8. Disassemble the seatpost lower tube and the stanchion tube.
   - 8.1. While holding the seatpost lower tube with a strap wrench turn the dust wiper collar counter clockwise and unthread it from the seatpost lower tube.
   - 8.2. Hold the lower seatpost tube and gently pull the stanchion tube towards the dust wiper collar repeatedly, tapping out the upper bushing and releasing the stanchion tube from the lower seatpost tube.



Figure 8.1. Use a strap wrench to loosen Dust Wiper Collar.

9. Remove all bushings, bumpers, and the dust wiper collar from the stanchion tube.
   - 9.1. Replacement of all of these wear items is required during a complete overhaul.
   - 9.2. Use your fingers to expand the relief in the lower bushing and slide it over the bottom the stanchion tube to remove the lower bushing from the stanchion tube.
   - 9.3. Use flush cut pliers and cut the two spacers on either side of the upper bushing from the stanchion tube.
   - 9.4. Use reverse 90^{o} snap ring pliers to expand the relief in the upper bushing and slide it over the bottom keyways on the stanchion tube.
   - 9.5. Slide the dust wiper collar over the bottom out shoulder on the stanchion tube.
   - 9.6. Line up the four relief cutouts in the dust wiper collar with the four edges of the two keyways on the lower portion of the stanchion tube and remove the dust wiper collar from the stanchion tube.



Figure 8.2. Lightly pull up on the Stanchion Tube to remove the Upper Bushing.



Figure 9.2. Remove the Lower Bushing.



Figure 9.3. Remove the Bottom Out Spacer.



Figure 9.4 Use reverse snap ring pliers to spread the Upper Bushing for removal.



Figure 9.4. Completely remove the Upper Bushing.



Figure 9.6. Line up the four relief cutouts in the Dust Wiper Collar with the four edges of the keys on the Upper Stanchion Tube.



Figure 9.6. Remove the Dust Wiper Collar from the Upper Stanchion



Figure 9.6. Replace all but the Dust Wiper Collar.



Figure 10. Using a pick remove the Dust Wiper Seal from the Dust Wiper Collar.

10. Use a metal pick to remove the dust wiper seal from the dust wiper collar.
    - 10.1. Do not damage the dust wiper collar with the metal pick during removal.
11. Clean all components of the assembly.
    - 11.1. Clean the seatpost lower tube, stanchion tube, and the dust wiper collar with isopropyl alcohol, making sure to remove all grease from the system.
    - 11.2. Spray the inside of the lower tube with isopropyl alcohol and pull a lint free rag thru the seatpost lower tube.
    - 11.3. Clean off both lower cartridge capture pins, upper cartridge capture pins, and the actuator body removing any old thread locker from them.



Figure 11.2. Be sure to run a rag through the Lower Seatpost Tube.



Figure 11.2. Clean inner Lower Seatpost Tube.



Figure 11.3. Clean off cartridge mounting bolts removing any old thread locker.

Assembly

1. Install all new wear items onto the stanchion tube.
   - 1.1. Replacement of all wear items is required during a complete overhaul.
   - 1.2. Install the dust wiper seal by pressing it into the dust wiper collar.
   - 1.3. Line up the four relief cutouts in the dust wiper collar with the four edges of the two keyways on the lower portion of the stanchion tube and install the dust wiper collar onto the stanchion tube.
   - 1.4. Be sure to slide the dust wiper collar over the bottom out shoulder all the way onto the stanchion tube.
   - 1.5. Slide to top spacer over the keyways at bottom of the stanchion tube until it sits just below the dust wiper collar.
   - 1.6. Use reverse 90^{o} snap ring pliers to expand the relief in the upper bushing and slide it over the keyways at the bottom of the stanchion tube up onto the exposed portion of the stanchion tube so it sits just below the upper spacer.
   - 1.7. Slide to bottom spacer over the keyways at bottom of the stanchion tube until it sits just below the upper bushing.
   - 1.8. Use your fingers to expand the relief in the lower bushing and slide it over the bottom the stanchion tube to install it just below the start of the keyways on the stanchion tube.
   - 1.9. Be sure to line up the lower bushing with the keyways.



Figure 1.1. Replace all wear items.

2. Apply new grease to the system before assembly.
   - 2.1. Apply grease liberally to all keyway surfaces, upper and lower bushings, and the first quarter of stanchion tube below the dust wiper collar.
   - 2.2. We recommend using Park Tool Polylube 1000 grease.

TCG Part Number	Description	Quantity
75273	Park Tool Polylube 1000 – Squeeze Tube 4 oz.	1
75274	Park Tool Polylube 1000 – Tub 16 oz.	1



Figure 1.6. Use reverse snap ring pliers to spread the Upper Bushing for installation.

   - 2.3. Apply Loctite 242 or 243 to both the lower cartridge capture pins, upper cartridge capture pins, and the actuator body threads.

TCG Part Number	Description	Quantity
87670	Loctite 242 (Blue) – Capsule .5ml	1
431640	Loctite 242 (Blue) – Bottle 10ml	1



Figure 2.1... Grease inside the Lower Seatpost Tube

3. Assemble the seatpost lower tube and the stanchion tube.
   - 3.1. Align the seatpost lower tube and stanchion tube so that the rear of the seat clamp head, on the stanchion tube, aligns with the Minimum Insertion graphic on the back of the seatpost lower tube.
   - 3.2. Slide the tubes together making sure the lower bushing does not move.
   - 3.3. Slide the top out ring into the seatpost lower tube and place the upper bushing and spacer at the top of the seatpost lower tube.
   - 3.4. Use the dust wiper collar to press in the upper bushing by holding the bushing in place and threading the dust wiper collar onto the seatpost lower tube hand tight.
   - 3.5. While holding the seatpost lower tube slide the stanchion tube in both directions ensuring smooth travel during full travel of the seatpost in both directions.



Figure 2.1. Grease the keyways on the Upper Stanchion Tube.

4. Install the cartridge into the seatpost.
    4.1. Using a 2.5mm hex wrench, install both upper cartridge capture pins into the seatpost head. Torque to 1.1 Nm.
5. Install Actuator body.
    5.1. Install the bottom out bumper over the trigger end of the cartridge.
    5.2. Slide the actuator body onto the trigger end of the cartridge and use a 2mm hex wrench to install both lower cartridge capture pins into the actuator body, Torque to 1.1 Nm.
    5.3. Using an 8mm hex wrench on actuator body and holding the seatpost lower tube with a strap wrench turn the 8mm hex wrench clockwise and thread the actuator body onto the bottom of the seatpost lower tube. Torque to 5 Nm.
6. Connect the cable, from inside the seat tube, to the actuator body on the bottom of the seatpost.
7. Install the seatpost into the frame.
8. Return the seatpost to the previously marked position.
    8.1. Remove the masking tape or paint pen marking unless otherwise specified.
    8.2. Ensure the saddle is aligned with the top tube and torque the seat clamp fastener to the recommended torque.
    8.3. When not replacing the cable and housing, re-install the handlebar-mounted lever to the handlebar to the previously marked position.
9. Clean each tool and your workspace with isopropyl alcohol.



Figure 3.1. Align the back of the saddle or seat clamp with the minimum insertion graphic.



Figure 3.2 Insert the Upper Stanchion Tube into the Lower Seatpost Tube.

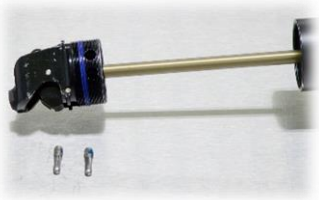


Figure 5.2. Install the actuator body over the poppet valve on the bottom of the cartridge.



Figure 5.2. Use a 2mm hex wrench.



Figure 5.3. Use an 8mm hex wrench to tighten the actuator body into the Lower Seatpost Tube.



Figure 5.3. Torque to 5 Nm.

Drop Line Cartridge Replacement

Required Tools:

2mm hex wrench

2.5mm hex wrench

8mm hex wrench

Strap wrench

Loctite 242 or 243

Isopropyl Alcohol

Lint free rag

Disassembly

1. Start with a clean environment.
2. Ensure all parts needed for the Drop Line Bi Annual Service are present.

TCG Part Number	Description	Quantity
W541106	Seatpost Part Bontrager Drop Line Cartridge 150mm	1
W532631	Seatpost Part Bontrager Drop Line Cartridge 125mm	1
W541107	Seatpost Part Bontrager Drop Line Cartridge 100mm	1
543338	Seatpost Part Bontrager Drop Line Cartridge Mounting Kit	1

Table 3. Suggested replacement parts for Bontrager Drop Line seatpost.

3. Mark rider's seatpost height.
   3.1. Using masking tape or a paint pen are recommended methods
4. Remove seatpost from the frame.
   4.1. Mark the placement of the handlebar mounted lever and remove it from the handlebar to allow housing the move into the frame while removing the seatpost.
   4.2. Loosen the fastener in the seat collar and remove the seatpost
5. Disconnect the cable adapter from the actuator body at the bottom of the post.
6. Remove the actuator body from the bottom of the seatpost.
   6.1. U sing an 8mm hex wrench on the actuator body and holding the saddle, turn the 8mm hex wrench counter clockwise and unthread the actuator body from the bottom of the seatpost lower tube.
      6.1.1. If no saddle is attached use an 8mm hex wrench on the actuator body and holding the seatpost lower tube with a strap wrench, turn the 8mm hex wrench counter clockwise and unthread the actuator body from the bottom of the seatpost lower tube.
   6.2. When the actuator body is completely free of the bottom of the seatpost lower tube, use a 2mm hex wrench to remove both lower cartridge capture pins from the actuator body, exposing the trigger end of the cartridge.



Figure 6.1. While holding the saddle loosen the actuator body.



Figure 6.1.1. Using a strap wrench to loose actuator body.



Figure 6.2. The actuator body free from the lower seatpost tube.



Figure 6.2. Use a 2mm hex wrench for removal.

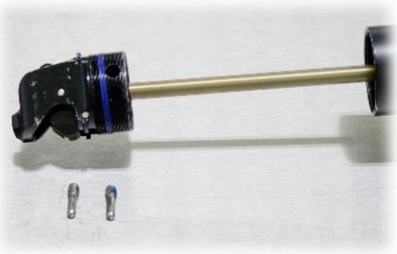


Figure 6.2. Lower Cartridge Mounting Bolts removed.



Figure 6.2. Poppet valve free from actuator body.

7. Remove the cartridge from the seatpost.
   - 7.1. Using a 2.5mm hex wrench, remove both upper cartridge capture pins from the seatpost head.
   - 7.2. Be sure to keep a hand on the cartridge while removing the upper cartridge capture pins to keep it from falling out of the bottom of the seatpost.



Figure 7. Cartridge removed from Drop Line seatpost with Upper Mounting bolts, Lower Mounting Bolts, and bottom out bumper.



Figure 7. Use a 2.5mm hex wrench.

8. Clean
   - 8.1. Clean all parts of the system (i.e. Seatpost, threads in the seatpost lower tube, actuator body, and cartridge) with isopropyl alcohol, making sure to remove all grease from the system.
   - 8.2. Clean off both lower cartridge capture pins, upper cartridge capture pins, and actuator body threads removing any old thread locker from them.

Assembly

1. Apply new Loctite to the system components before assembly.
   1.1. Apply Loctite 242 or 243 to both the lower cartridge capture pins, upper cartridge capture pins, and the actuator body threads.

TCG Part Number	Description	Quantity
87670	Loctite 242 (Blue) – Capsule .5ml	1
431640	Loctite 242 (Blue) – Bottle 10ml	1

2. Replace the cartridge in the system with the appropriate length cartridge.
   2.1. Using a 2.5mm hex wrench, install both upper cartridge capture pins into the seatpost head. Torque to 1.1 Nm.
3. Install Actuator body
   3.1. Install the bottom out bumper over the trigger end of the cartridge.
   3.2. Slide the actuator body onto the trigger end of the cartridge and use a 2mm hex wrench to install both lower cartridge capture pins into the actuator body, Torque to 1.1 Nm.
   3.3. Using an 8mm hex wrench on actuator body and holding the seatpost lower tube with a strap wrench turn the 8mm hex wrench clockwise and thread the actuator body onto the bottom of the seatpost lower tube. Torque to 5 Nm.

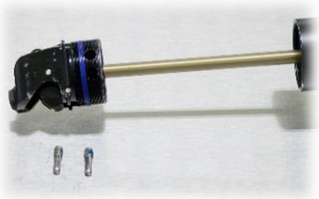


Figure 3.1. Install the actuator body over the poppet valve on the bottom of the cartridge.



Figure 3.2. Use a 2mm hex wrench.



Figure 3.3. Use an 8mm hex wrench to tighten the actuator body into the Lower Seatpost Tube.



Figure 3.3. Torque to 5 Nm.

4. Connect the cable adapter, from inside the seat tube, to the actuator body at the bottom of the seatpost.
5. Install the seatpost into the frame.
   5.1. Ensure the seat tube is clean from any debris before installation.
6. Return the seatpost to the previously marked position.
   6.1. Remove the masking tape or paint pen marking unless otherwise specified.
   6.2. Ensure the saddle is lined up with the top tube and torque the seat clamp fastener to recommended torque.
   6.3. Re-install the handlebar-mounted lever to the handlebar to the previously marked position.
7. Clean each tool and your workspace with isopropyl alcohol.

Drop Line Trouble Shooting

Seatpost will not compress or return to full travel

Potential Problem: Seat clamp fastener is too tight.
Potential Solution: Loosen seat clamp fastener and torque to lowest possible torque value.

Potential Problem: Depressing the handlebar lever will not activate the seatpost.
Potential Solution: Adjust the cable tension by turning the inline adjuster.
Potential Solution: Replace cable and housing.

Potential Problem: The cartridge is bad.
Potential Solution: Replace the cartridge.

Potential Problem: The stanchion tube is bent.
Potential Solution: Replace the stanchion tube.

Seatpost has extreme movement between the lower tube and upper stanchion

Potential Problem: The seatpost has excessive movement front to back.
Potential Solution: Torque the dust wiper collar to 5 Nm.
Potential Solution: Replace the Spacer Kit.
Potential Solution: Perform a complete overhaul service, replacing all wear items.
Potential Solution: Replace the seatpost.

Potential Problem: The seatpost has excessive movement side to side.
Potential Solution: Perform a complete overhaul service, replacing all wear items.
Potential Solution: Replace the seatpost.