

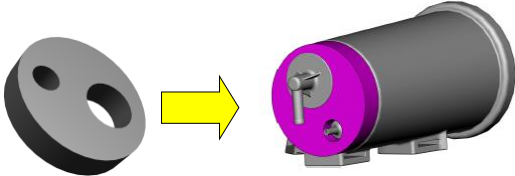
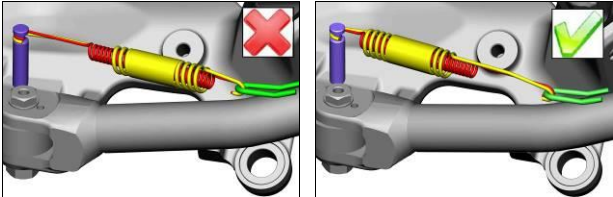


**CR205 – Multistrada V4 updates – 02/2021**  
 Multistrada V4 Standard MY 2021 (all versions)  
 Multistrada V4 S MY 2021 (all versions)  
 Technical Service Bulletin SRV-TSB-21-004

Date: January 29, 2021  
 To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
 From: Richard Kenton, Technical Director  
 Eric Bradley, Technical Training and Publications Manager

Dear Dealers,

With this Workshop Campaign, we inform you of two updates to be carried out on the motorcycles in question, related to the following topics:

	Condition	Corrective action
1.	<p>When the engine is idling and at operating temperature, a slight clinking noise may be heard coming from the canister filter located on the front left of the motorcycle. This is due to the normal operating cycle of the filter and does not lead to any malfunction of the system. A pad is applied to minimize this sound.</p>	<p>Application of soundproofing pad part no. 48612731A on the bottom of the canister filter</p>  <p><u>To be applied on all involved frame numbers</u></p>
2.	<p>When the side stand is down and the motorcycle is parked, engaging the first gear may cause the gearchange lever to get stuck under the side stand return springs.</p> <p>Changing the orientation of the springs prevents this from happening and it will no longer be possible to engage the first gear after opening the side stand.</p>	<p>Check and, if necessary, reverse the orientation of the side stand return springs. No service part is required for this portion of the procedure.</p>  <p><u>To be applied on all involved frame numbers up to number #002470</u></p>



**NOTE**

Please remember to always connect the DDS 3.0 diagnostic instrument to the motorcycle to check for any software updates to download



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## Application

You can find the precise list of VIN numbers involved in CR205 on the DCS, in sections:

<b>VIN HISTORY</b>		It is possible to search by individual frame number.
<b>CAMPAIGNS</b>		It is possible to search for all the frame numbers that you received from Ducati Motor Holding.

MULTISTRADA V4 S TRAVEL&RADAR RED SPOKED WHEELS 2021 CAL DMH					
VIN #	ZDMAALVW8MB00 XXX	ENGINE #	ALVM0 XXX	LAST MILEAGE OPERATION	0 MI
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	12/01/2020	INVOICE	12/09/2020
WARRANTY TYPE		STANDARD WTY START DATE		WTY END DATE	
SERVICE STATUS					

**ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS**

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	CAMPAIGN	<a href="#">CR 205</a>		SRV-TSB-21-004 Canister Insulation Pad		<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

## Customer Impact

All motorcycles in your inventory (to be registered or already registered) and to be delivered to final Customers must be updated during pre-delivery operations and always before delivery to the final Customer. All motorcycles already delivered to final Customers must undergo this inspection as soon as they come to your workshop. Note: this is NOT a safety recall.

## Parts Distribution

The component required to carry out the upgrade under this Workshop Campaign must be ordered for each affected frame number.

- Canister filter soundproofing pad part no. 48612731A

## Warranty reimbursement rules

Reimbursement for work associated with this Service Campaign will be made through the regular warranty claim procedure using the **“VIN History”** section of the DCS. The warranty claim is pre-filled and is identified as CR205.



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This includes reimbursement for the part listed for the operation; Canister filter soundproofing pad part no. 48612731A; and labor for [REDACTED] that includes the time necessary for:

- Vehicle reception
- Application of soundproofing pad on the canister filter
- Inversion of the side stand return springs (if required)
- Soft cleaning of the vehicle



## NOTE

Please note that in case of required software updates, the labor time indicated above only includes the steps required to start and finish the update and not the time required to update the software. This should be addressed on a separate NORM warranty claim.

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## Spare parts

The components required for this update are:

Part no.	Description	Photo	Quantity to order (pcs)
48612731A	Canister Filter Soundproofing Pad		1

## Service Solution

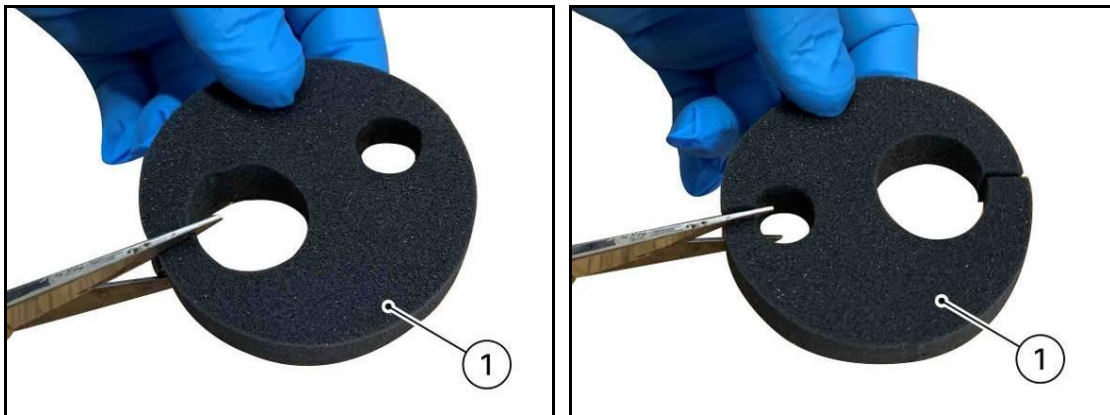


### WARNING

To ensure the correct execution of the operation within the provided labor time to carry out the updates, it is necessary to follow the sequence indicated in the following instructions

### Operation 1: Application of canister filter soundproofing pad part no. 48612731A

1. Place the bike on the central stand (if available) or on the rear paddock stand.
2. Take the **soundproofing pad (1)** part no. 48612731A and, using scissors, make a cut in correspondence with each hole as shown in the figure. This will allow you to apply the soundproofing pad without having to remove the pipes.





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3. Before applying the soundproofing pad, carefully clean the bottom of the canister filter **rubber support (2)** from any impurities. To make this operation easier, turn the handlebar fully to the right.
4. Remove protective **film (3)** on the back of the soundproofing pad.



5. Apply the **soundproofing pad (1)** on the bottom of the canister filter **rubber support (2)**, orienting it as shown in the figure.



**NOTE**

During the operation, DO NOT touch the adhesive surfaces of the soundproofing pad with your fingers. Ensure to apply an even pressure on the external surface to make it adhere to the rubber support.







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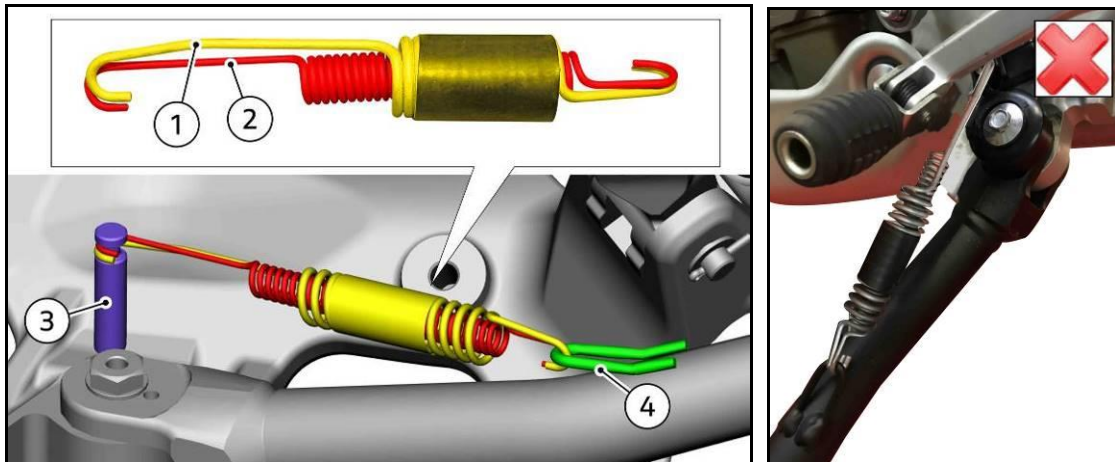
Operation 2: Inversion of the side stand return springs



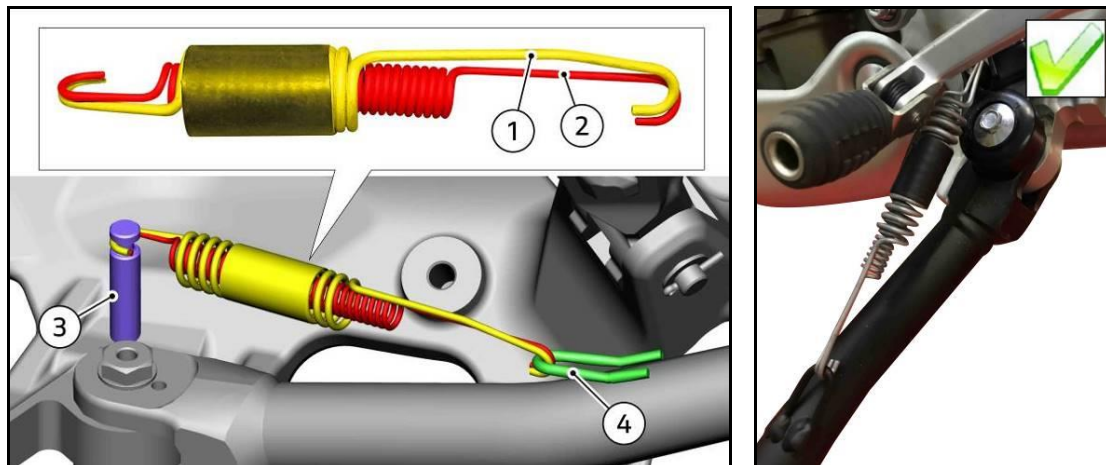
**NOTE**

To be applied on all involved frame numbers up to number #002470

1. Remove the **external spring (1)** and the **internal spring (2)** from the fixing **pin (3)** and **hook (4)**.



2. Reverse the orientation of the **external spring (1)** and **internal spring (2)** by fixing them to the **pin (3)** and **hook (4)** as shown in the figure, leaving the long end towards the stand.



3. Check that the side stand operates correctly.
4. Connect the DDS 3.0 diagnostic instrument to the motorcycle to check for any software updates to download.

For questions on this Workshop Campaign,  
please contact your Service Area Manager.