



## Side Pannier Sliding Shoe Replacement



Multistrada 1200 MY 2015-2017 (all versions)  
Multistrada 1260 MY 2018-2020 (all versions)  
Multistrada 950 MY 2017-2021 (all versions)  
Service Repair Bulletin SRV-SRB-21-039

Date: August 12, 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,

We have received some isolated reports about the possibility to manually open the Givi side panniers mounted on the above-mentioned models even when the lock is in the "closed pannier" condition.

Although this is a very unlikely event, we would like to inform you that in order to prevent this issue from occurring, new sliding shoes have been installed on all side panniers manufactured from February 2021 with the date "21050" (50th day of 2021); the new sliding shoes can be easily recognized from the previous ones because of the presence of an arrow next to the letters "R" (Right) and "L" (Left).

RIGHT side pannier sliding shoe Part no. 69916791A	LEFT side pannier sliding shoe Part no. 69916801A
	



### WARNING

The installation of the above-mentioned sliding shoes ONLY involves the panniers affected by the problem and by a complaining Customer.



### WARNING

Protect the painted cover of the pannier to avoid possible damage during handling. Paint and finish damage due to improper handling during service is not a warrantable defect, and is the responsibility of the dealer to correct.



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### Warranty reimbursement rules

For vehicles under normal limited warranty, the Dealer will be reimbursed under warranty for the parts listed for the operation; LH sliding shoe Part no. 69916801A, RH sliding shoe Part no. 69916791A, and a labor time of [REDACTED] ([REDACTED]) corresponding to flat rate tables **2-999-163** that includes the time for:

- Vehicle reception and delivery
- Installation of LH sliding shoe Part no. 69916801A
- Installation of RH sliding shoe Part no. 69916791A



#### NOTE

Reimbursement is only for vehicles under normal limited warranty, or parts and accessory warranty. For vehicles outside of the warranty coverage, a repair estimate should be provided for the customer to pay.

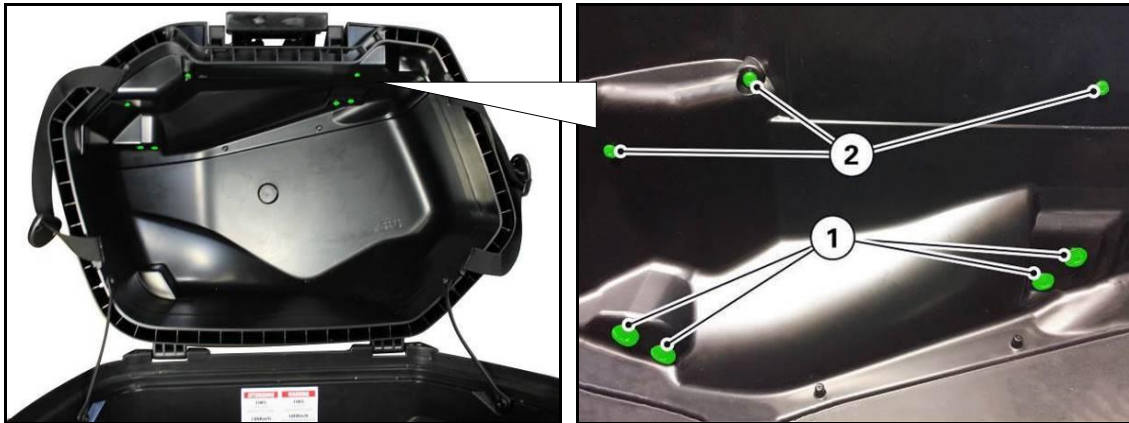
### Sliding Shoe Replacement



#### NOTE

Below is the installation procedure for the sliding shoe Part no. 69916791A for the RH side pannier. Follow the same procedure for the LH side.

1. Open the pannier and, working on the hooks inner side, remove the **4 screws (1)** and the **3 self-tapping screws (2)** fastening the upper cover.





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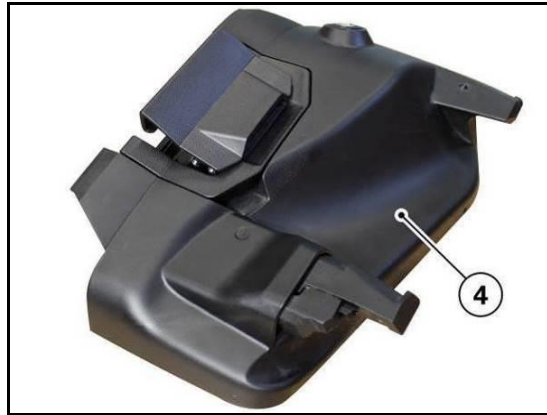
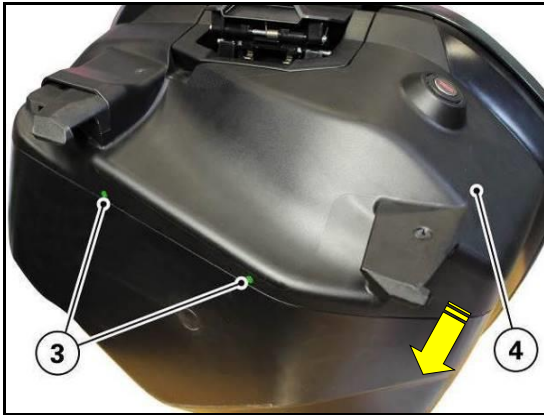
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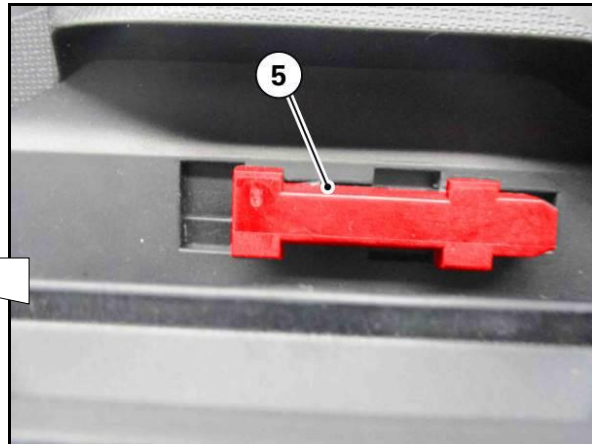
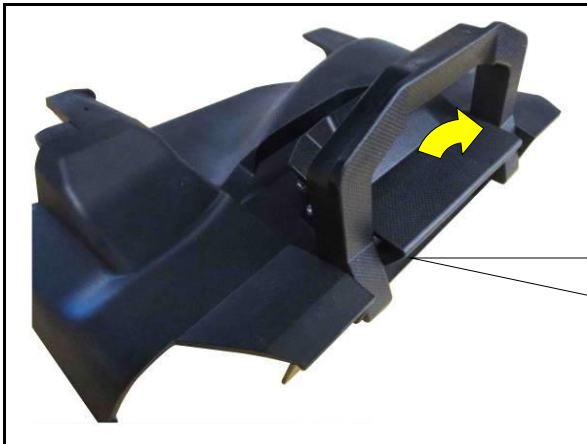
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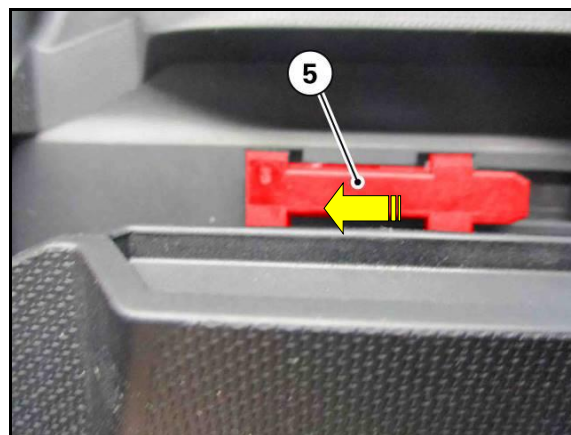
2. Working from the outside, remove the **2 self-tapping screws (3)** and slide out the **upper cover (4)**.



3. With the lock in the "open" position, raise both the handle and the locking hook so that the **RH sliding shoe (5)** is in the position shown in the figure.



4. Turn the key to the closed position to retract the **RH sliding shoe (5)**





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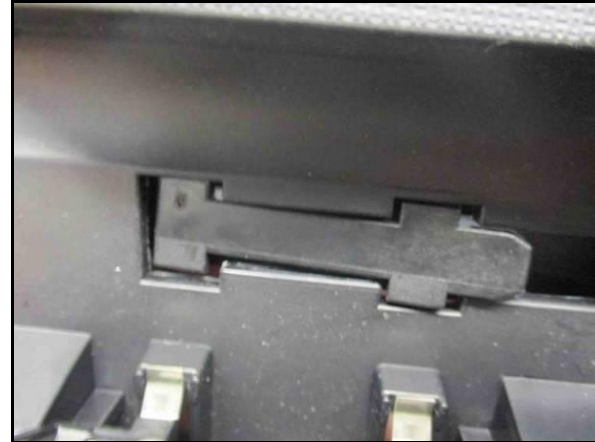
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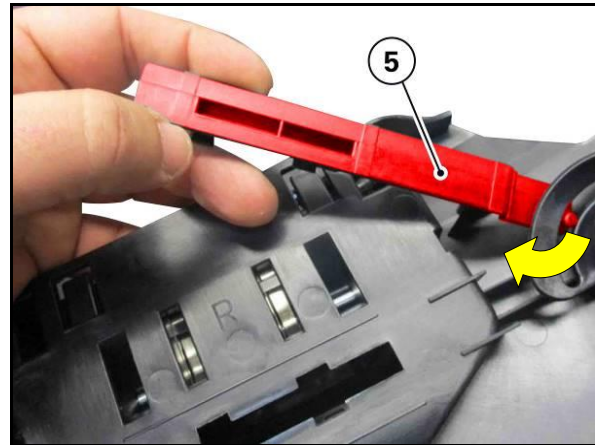
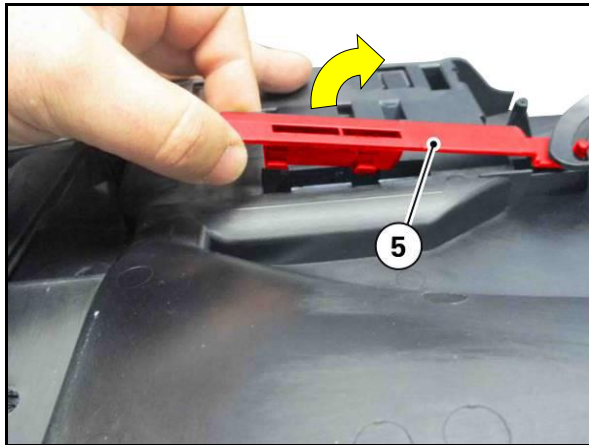
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5. Push the sliding shoe downwards so that its teeth pass through the seats of the cover.



6. Turn the cover to the opposite side and lift the **RH sliding shoe (5)**.
7. Turn the **RH sliding shoe (5)** to release the pin from the piece under the lock as shown in the figure.





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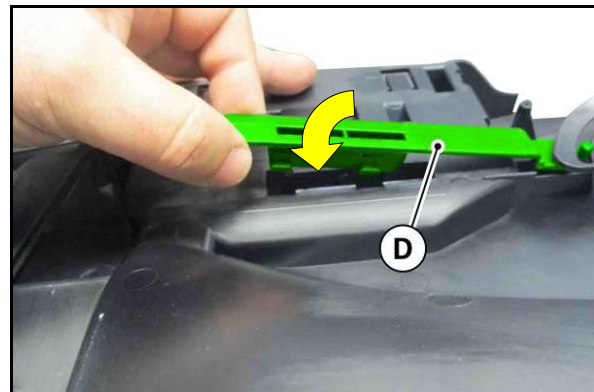
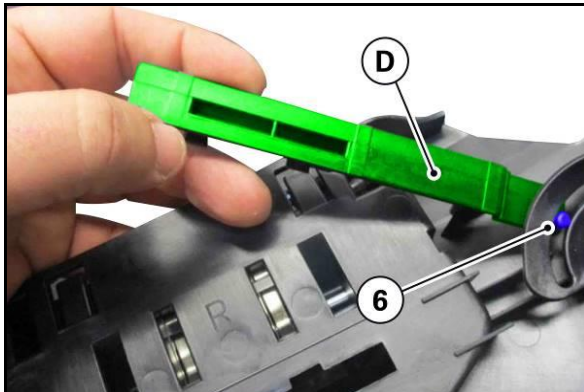
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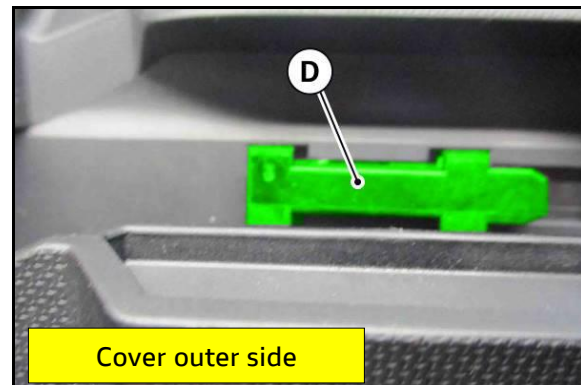
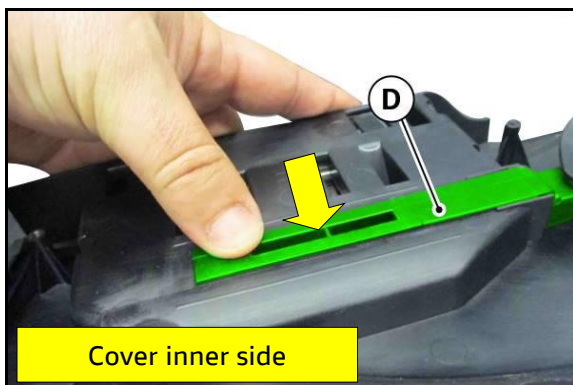
8. Take the new RH sliding shoe part no. 69916791A featuring an arrow next to the letter "R" (Right).



9. Insert the **pin (6)** of the **RH sliding shoe (D)** into the seat of the piece under the lock, aiming it as shown in the figure.



10. Press the **RH sliding shoe (D)** into the seat so that the teeth are engaged into the relevant seats of the cover.





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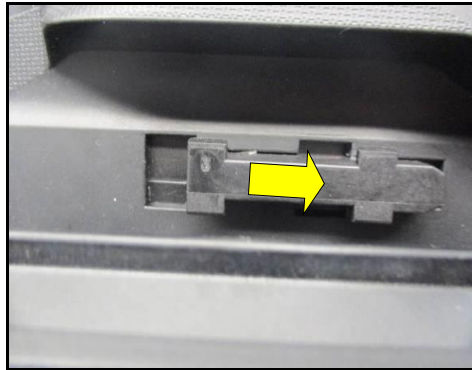
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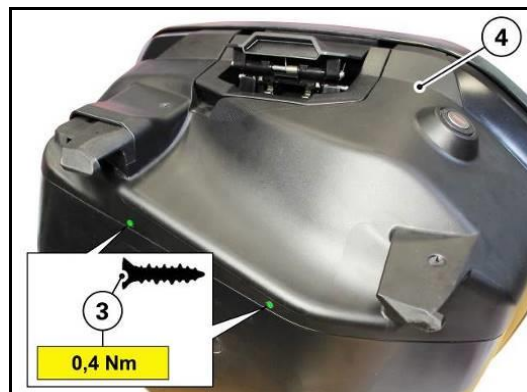


### NOTE

By turning the key to the "open pannier" position, the sliding shoe moves forward.



11. Install the **upper cover (4)** on the pannier and tighten the **2 self-tapping outer screws (3)** to **0.4 Nm**.



### WARNING

Ensure the fasteners are reinstalled into their original threads in the plastic cover, and that the designated torque is not exceeded. Damage due to improper installation is not a warrantable defect and is the responsibility of the dealer to correct.



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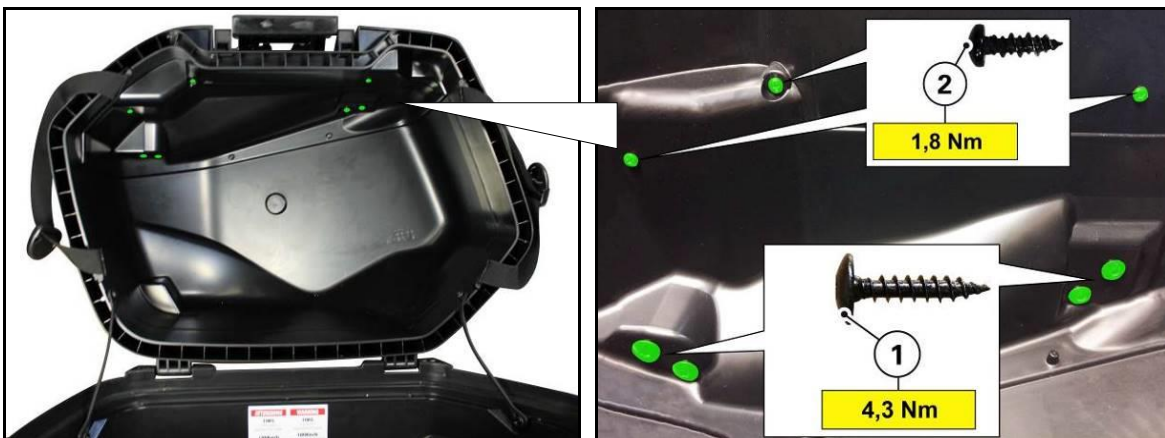


### NOTE

Before tightening the **4 screws (1)** and the **3 self-tapping inner screws (2)**, make sure that the hook is in "fully closed" position.



- Working from the inner side of the pannier, tighten the **4 screws (1)** to **4.3 Nm** and the **3 screws (2)** to **1.8 Nm**.





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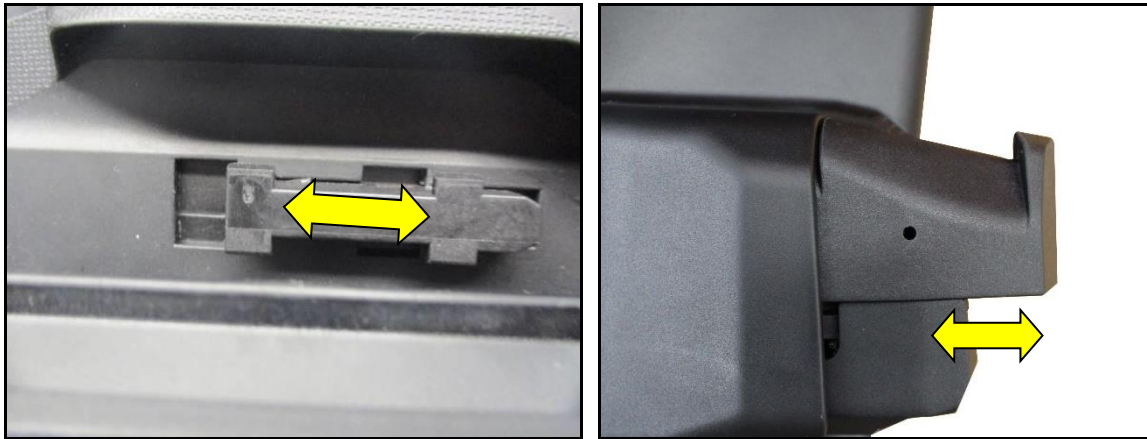
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13. Repeatedly turn the key to the open/close position and check that the sliding shoe slides correctly.
14. With the key in the "open pannier" position, raise and lower the handle to check the correct movement of the tooth locking the pannier to the bike.



For questions about this Service Bulletin,  
please contact your Service Area Manager.