



CR 226 – Multistrada V4 Updates

Multistrada V4 S/STD MY 2021-2022
(all versions, excluding Pikes Peak)
Technical Service Bulletin SRV-TSB-22-002

Date: March 8, 2022
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,

Following our continuous quality checks, a series of updates and quality checks to be carried out on a well-defined fleet of Multistrada V4 vehicles (excluding Pikes Peak version). These are to be carried out in full compliance with the relevant precautions in order to guarantee the quality and reliability of the motorcycle.

The following frame numbers belong to the fleet of motorcycles involved:

Manufacturing plant	FROM	UP TO
DMH (Ducati Motor Holding)	SOP (production start)	ZDMxxxxxxxx013236
DMT (Ducati Motor Thailand)	SOP (production start)	ML0xxxxxxxx000230

This technical bulletin explains in detail the steps to follow to carry out the required checks/updates.

If the check reveals a non-conformity that is not covered by the spare parts already provided in this Service Campaign, we ask you to fill out a NORM warranty claim and replace the defective component (for components that fall under the warranty terms and conditions).

The attached Check List (SRV-TSB-22-002 Check List - Updates on Multistrada V4 02-2022.pdf) must be printed, filled out and signed by the Technician who performed the check/update operations on the motorcycle.

Among the updates, there is also the one related to the Bosch instrument panel software (only for Multistrada V4 S version) that introduces new features such as Minimum Preload, new heated handgrip control and extended connectivity of the Ducati Connect system. For this reason we kindly ask you to print and give to the customer the attached PDF (**SRV-TSB-22-002 Update of Multistrada V4 LUM.pdf** with the new features).



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Application

You can find the precise list of VIN numbers involved in CR226 on the DCS, in sections:

VIN HISTORY		It is possible to search by individual frame number.
CAMPAIGNS		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	CR 226		SRV-TSB-22-002 Multi V4 Updates		<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.

When contacting customers or booking an appointment, remind them to bring their side panniers.

Parts Distribution

Due to the low initial availability of the necessary spare parts, 30% of the spare parts will be AUTO-SHIPPED IMMEDIATELY according to the number of your registered motorcycles.

DO NOT place any orders at this time. We will inform you when orders can be placed again to upgrade the remaining motorcycles.

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 CR226.



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The dealership will be reimbursed for the required parts listed for the operation; Silencer heat guard part no. 46011481AB, Central stand pivot kit part no. 69929642A; and labor of [REDACTED] that includes the time necessary for:

- Vehicle reception
- All checks and updates required (see check list)
- Soft cleaning of the vehicle



NOTE

The time and parts reimbursement for this campaign does not include any required additional operations such as replacement of worn parts (e.g. brake pads, final drive, etc.) and/or replacement or repair of non-conforming items not specified in the instructions.

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Check List Example

No.	Description of inspection to be carried out (check details in bulletin SRV-TSB-22-002)	OK	Notes
1	Checking for errors using the DDS 3.0	<input type="checkbox"/>	
2	Updating the instrument panel to the SW version 22 (V4 S version only) - DDS 3.0	<input type="checkbox"/>	
3	Activation and check of Minimum Preload function (V4 S version only; BBS SW version 34 or higher; instrument panel SW version 22 or higher) - DDS 3.0	<input type="checkbox"/>	
4	Checking proper operation of both clutch switches - DDS 3.0	<input type="checkbox"/>	
5	Checking the left-hand switch joystick and backlighting (V4 S version only) - DDS 3.0	<input type="checkbox"/>	
6	Checking the correct connection of the handlebar switchgear connectors	<input type="checkbox"/>	
7	Checking the rear stop switch on the brake pedal	<input type="checkbox"/>	
8	Checking the correct operation of the electrical cap (DP Accessory)	<input type="checkbox"/>	
9	Updating the heated passenger seat connector (If present) with insertion of a tie	<input type="checkbox"/>	
10	Checking the presence of welding on the catalytic converter	<input type="checkbox"/>	
11	Replacing the exhaust silencer cover with part no.46011481AB	<input type="checkbox"/>	
12	Replacing the central stand pivots with Kit part no.6992962A (No DP exhaust)	<input type="checkbox"/>	
13	Visually checking the integrity of the engine blow-by pipe	<input type="checkbox"/>	
14	Visually checking for any cooling system leakage	<input type="checkbox"/>	
15	Visually checking for any oil leaks from the engine and its pipes	<input type="checkbox"/>	
16	Checking the presence of the vent hole on the side panniers (If present) or making it	<input type="checkbox"/>	
17	Checking the alignment of the fuel tank cover plastic panels and glove compartment operation	<input type="checkbox"/>	
18	Updating the number plate holder screws tightening and Loctite application	<input type="checkbox"/>	
19	Checking for oil seepage on the fork legs	<input type="checkbox"/>	
20	Checking wear, final drive chain tension and tensioning, cleaning and lubrication	<input type="checkbox"/>	
21	Checking coolant, engine oil, brake and clutch fluid levels	<input type="checkbox"/>	
22	Checking tyre pressure and wear	<input type="checkbox"/>	
23	Checking front and rear brake pad wear	<input type="checkbox"/>	
24	Visually inspecting the vehicle	<input type="checkbox"/>	
25	Softly cleaning the vehicle	<input type="checkbox"/>	
26	Introducing the new software features and assisting the Customer during smartphone pairing procedure	<input type="checkbox"/>	
27	Printing and handing over the new pages of the Owner's manual to the Customer	<input type="checkbox"/>	

Tick the operations performed

**The Technician declares that he/she has read
and carried out the listed checks as well as the necessary interventions.**


Signature of the Technician



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Spare Parts

Description	Part No.	Image	Quantity
Center Stand Pivot Kit	69929642A		1
Silencer Heat Guard	46011481AB		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.

We recommend taking your time to fully understand the procedure before attempting its implementation on the motorcycle (you may print the document in color for a better understanding).

Check 1: Check for Errors Using the DDS 3.0

1. Connect the motorcycle to the workshop power supply unit **part no. 979000286** and check that it powers it correctly
2. Connect the DDS 3.0 and run a Global Scan
3. If there are any active errors (ATT) investigate the causes (open an assistance **Youtech** request, if necessary)

Check 2: Update the Instrument Panel to SW Version 22 (MTS V4 S version only)

1. For additional reference on updating the instrument panel software, watch the video available at the following YouTube link:
<https://www.youtube.com/watch?v=Dco8t0BBhTI>
2. With the DDS 3.0 (with current updates installed), update the instrument panel to SW version 22



NOTE

After an instrument panel software update, all the paired stored devices (smartphones and earphones) will be deleted and therefore they must be paired again with the vehicle at the end of the update. For this reason, we ask you to support the customers during pairing procedures of their devices.



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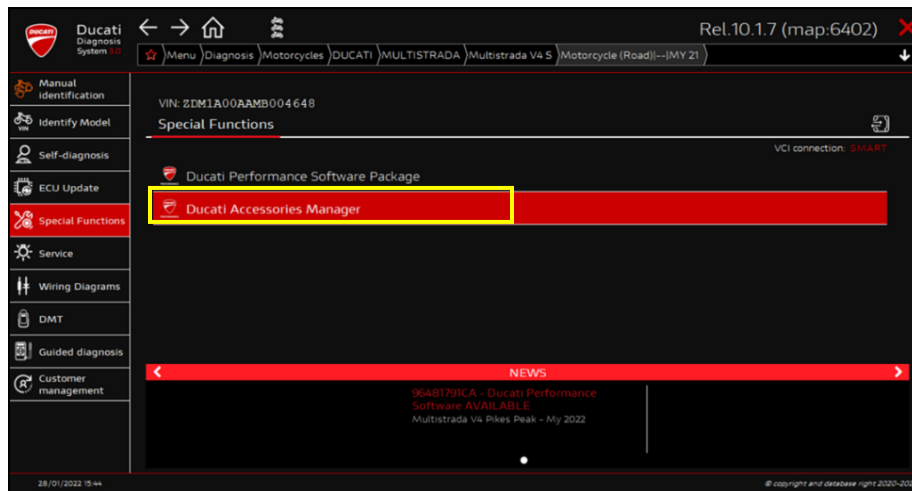
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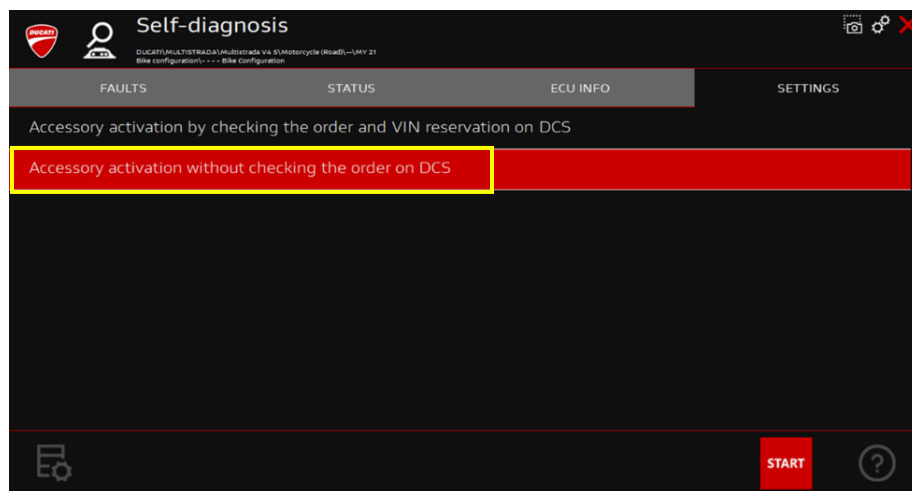
3. Carry out any other suggested SW updates

Check 3: Activation and Check of Minimum Preload Function (MTS V4 S version only; BBS SW version 34 or higher; instrument panel SW version 22 or higher)

1. Open **Special Functions** of DDS 3.0
2. Select **Ducati Accessories Manager**



3. Select **Vehicle Configuration** and wait for the system to load the features
4. Open the **Settings** section, select **Activate accessory without checking order on DCS** and press **START**





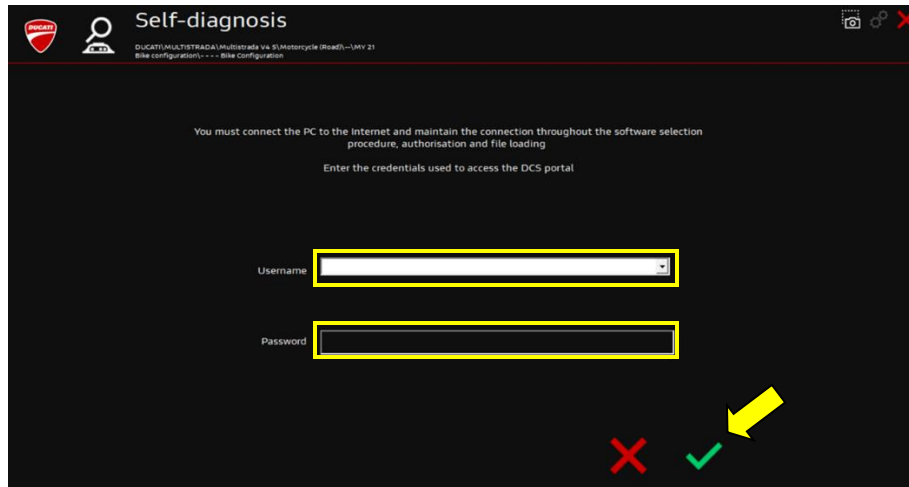
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5. Follow the instructions suggested by the DDS, then press **Confirm**, enter the credentials you use to enter the DCS portal, and press the green check mark at the bottom right



NOTE

If the warning (**Image A**) pops up, check whether the accessories shown (**Image B**) are present and activated on the motorcycle being inspected.

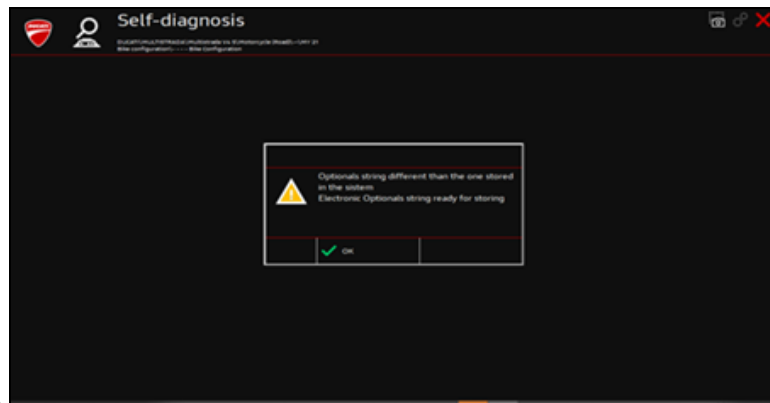


Image A

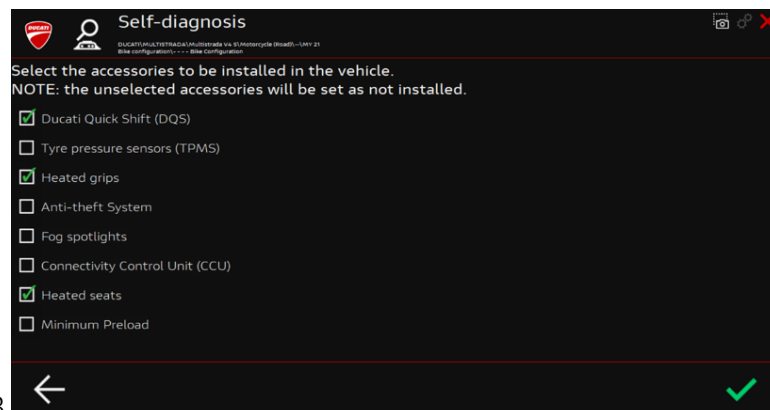


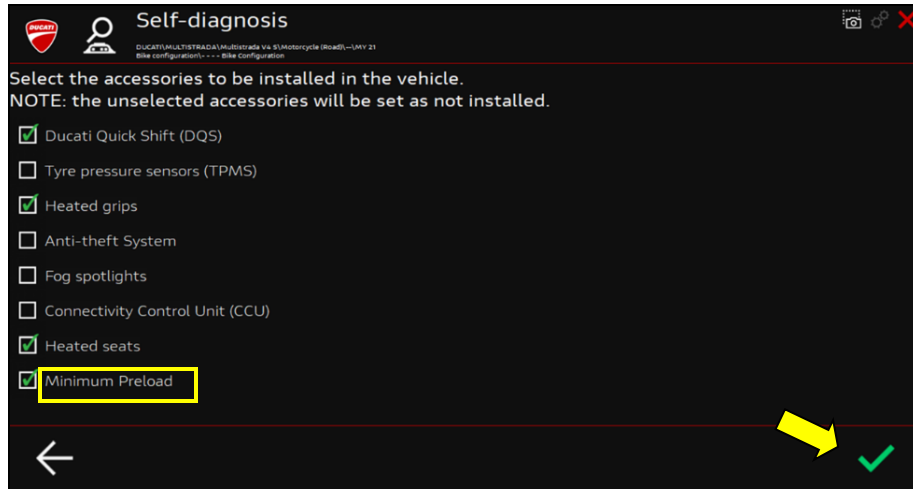
Image B



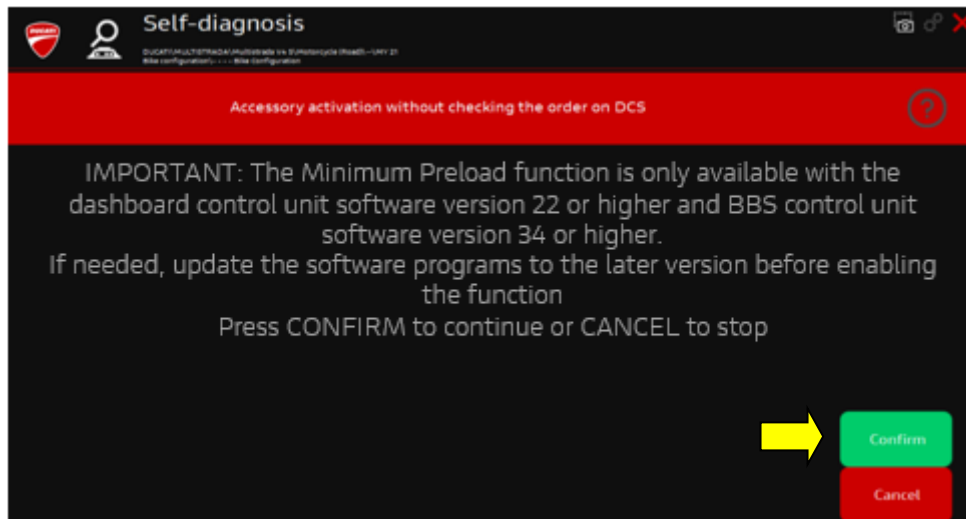
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6. Tick the **Minimum Preload** box and complete the operation by pressing the green check mark at the bottom right



7. Press the **Confirm** button and follow the instructions on the DDS including the Power-latch (Key-off → Confirm → Key-on → Confirm)





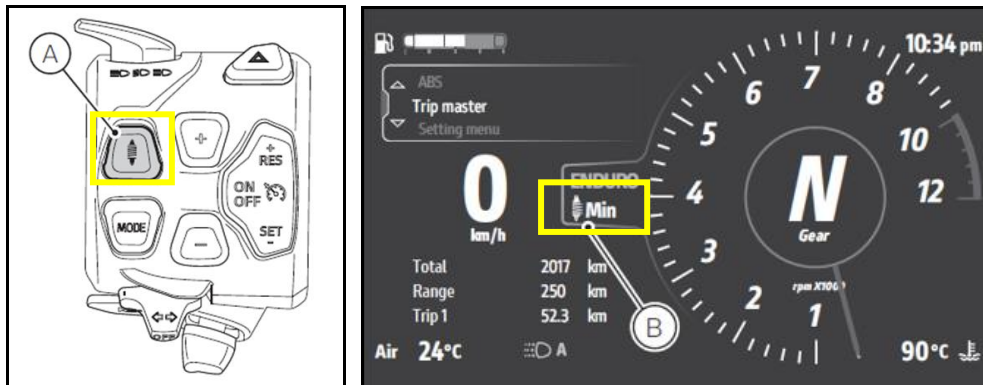
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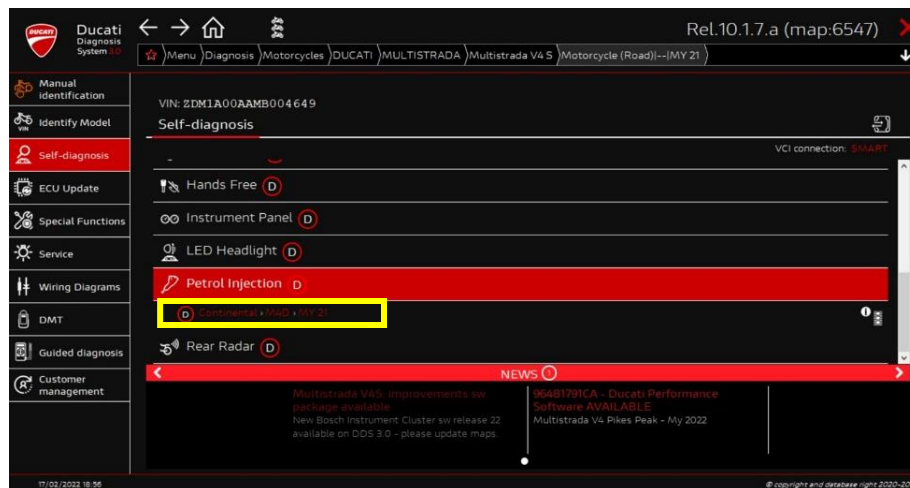
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- Check that the function is correctly activated by pressing the suspension adjustment **button (A)** on the left-hand switchgear for 2 seconds. The word **Min** (B) should appear on the instrument panel as shown in the image below with activation of the preload adjustment motor (it depends on the initial preload set-up)



Check 4: Checking Proper Operation of Both Clutch Switches

- With DDS 3.0 connected, open **Self-diagnosis** section and then select the **Petrol Injection control unit** → Continental M4D MY21





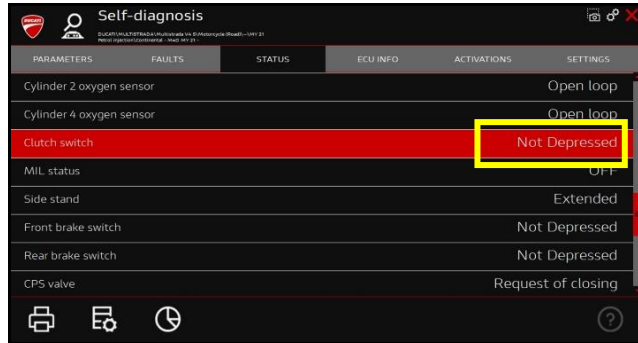
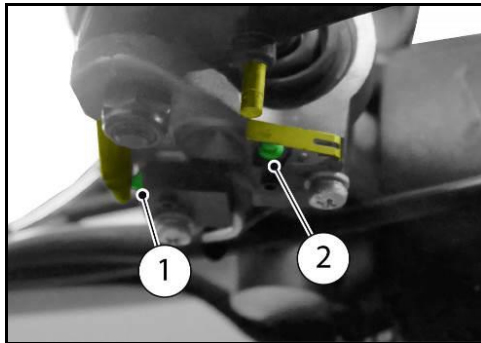
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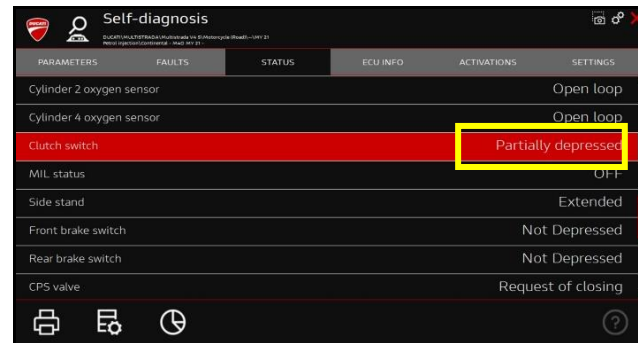
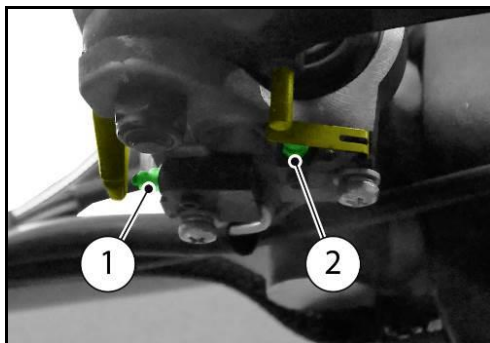
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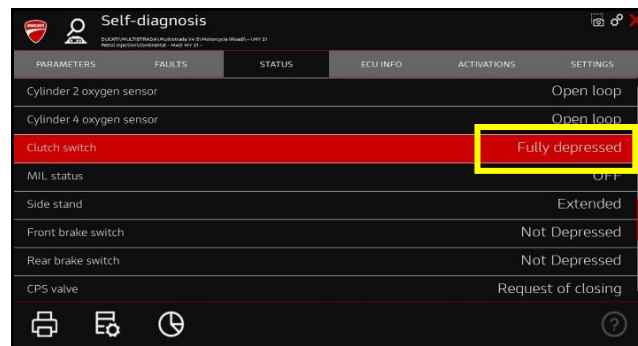
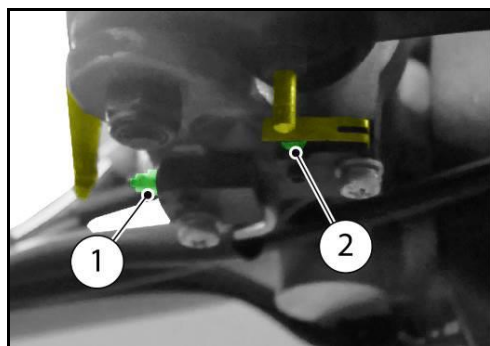
2. Select the **Status** section then select **Clutch Switch** parameter
3. Make sure that the status at rest is **Not pressed**



4. Partially pull the clutch so that both **switches (1) and (2)** are not fully pressed and the status on DDS is **Partially pressed**



5. Fully pull the clutch so that **switch (1)** is not pressed, **switch (2)** is fully pressed and status on DDS is **Fully pressed**





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Check 5: Check the Left-Hand Switch Joystick and Backlighting (MTS V4 S version only)

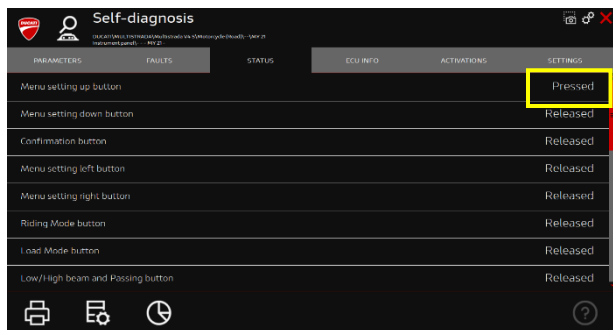
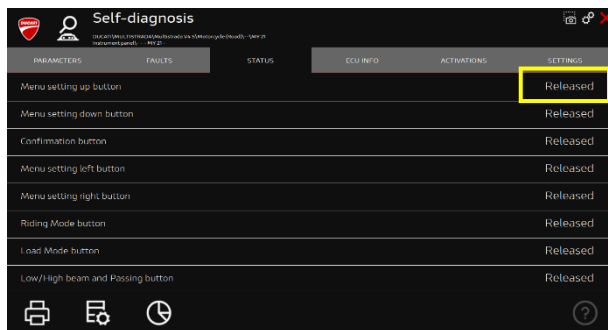
1. Visually check the backlighting of the left-hand switch



2. With DDS 3.0, open **Self-diagnosis** and select the **Instrument panel** control unit



3. Select the **Status** section and check the correct operation of all buttons on the LH switch by pressing each button and then checking that its status on the DDS is **Pressed**.





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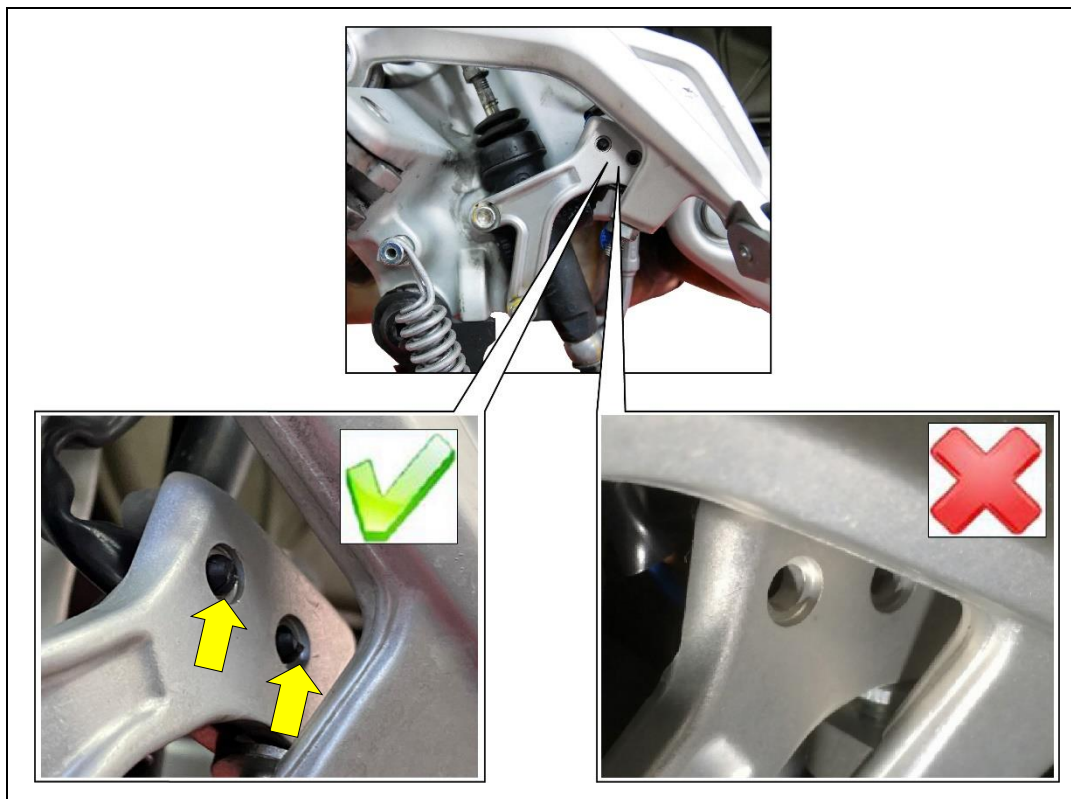
Check 6: Check the Correct Connection of the Handlebar Switchgear Connectors

1. Check that the connectors are correctly connected and fully inserted



Check 7: Checking the Rear Stop Switch on the Brake Pedal

1. Check that the pegs of the rear stop switch fit correctly into the relevant plate, as shown in the following image. This check can be carried out by pushing the switch outwards from the inside without removing any components.
2. If the pegs of the brake stop switch are not correctly positioned, reposition them by pressing on the switch from the inside to the outside until they are fully engaged





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Check 8: Check the Correct Operation of the Electronic Fuel Cap, if present (DP Accessory)

1. If present, check that the electric cap works correctly, remembering that to open the cap it is necessary to lift the appropriate lever within 50 seconds of turning the motorcycle off (key-off) a maximum of 5 times.



WARNING

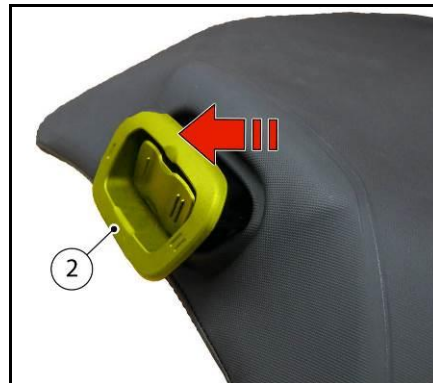
The opening flap must be operated gently. Excessively fast movements may impair the cap opening, even though the attempt will still be counted among the 5 available

For a further understanding of how this accessory works, a video is available at the following link: <https://www.youtube.com/watch?v=aCmACKVlCWl>.



Check 9: Update the Heated Passenger Seat Connector (If Present) with a Self-Locking Tie

1. Remove the passenger seat (see Sec.5: "Fairing installation – Seat" of the Workshop Manual).
2. Remove the **4 self-tapping screws M3.5x10 (1)** located at the bottom of the passenger seat and slide out the **cover-switch-push-button assembly (2)** from the passenger seat





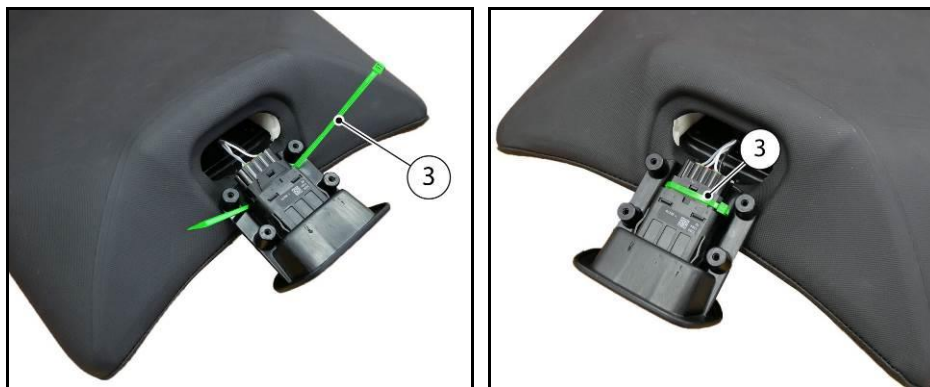
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3. Turn the **cover-switch-push-button assembly (2)** over and check the connection between connector and switch, then ensure that **tab (3)** is properly engage



4. Secure the connector with one **small self-locking tie (3)** as shown in the figure



5. Turn the **button-switch-cover assembly (2)** back over, insert it into the passenger seat and tighten the 4 **M3.5x10 self-tapping screws (1)** to **1.5 Nm ± 10%**.



6. Fit the passenger seat (see Sec.5: "Fairing installation – Seat" of the Workshop Manual)

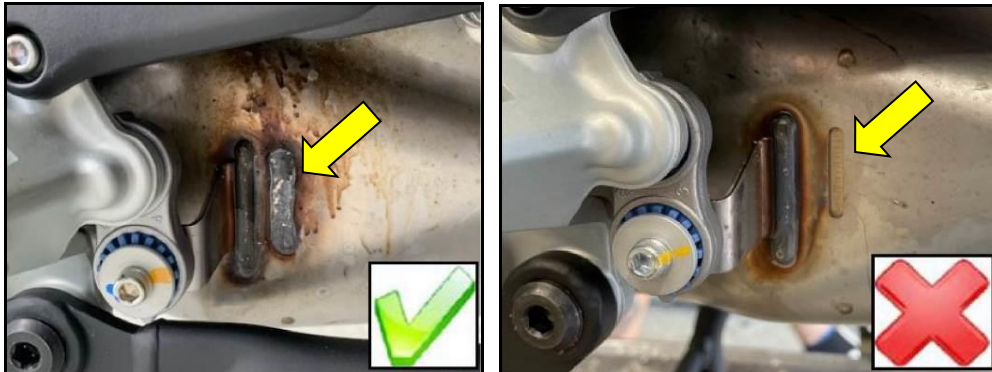


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Check 10: Check the Presence of Welding on the Catalytic Converter

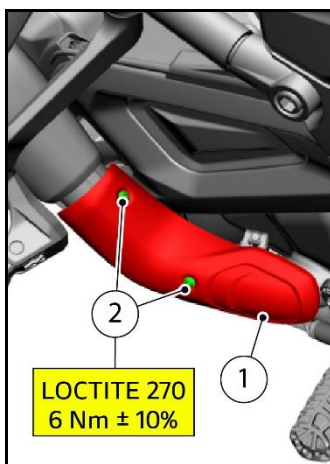
1. Visually check for the presence of the two welding seams on the catalytic converter, as shown in the figure



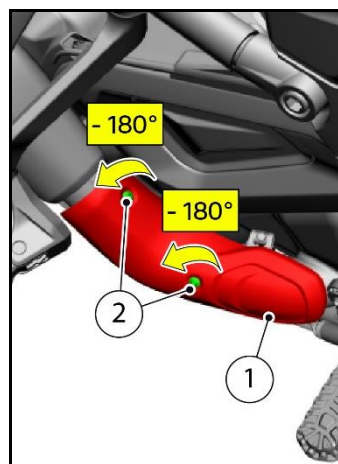
2. If the catalytic converter is non-conforming, proceed with replacement and fill out a NORM warranty claim

Check 11: Replace the Exhaust Silencer Cover with Part no. 4601I481AB

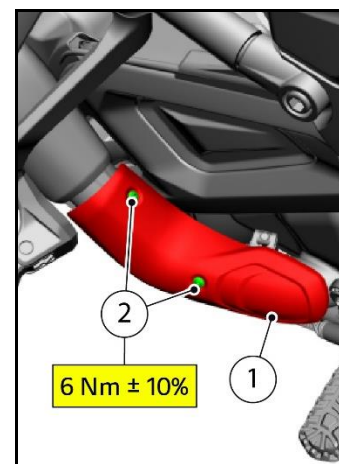
1. Remove the old silencer cover installed on the vehicle
2. Collect the **2 M5x12 fixing screws (2)** and thoroughly clean their threading
3. Take the new exhaust silencer cover with **part no. 4601I481AB**
4. Apply **LOCTITE 270** to the threads of the **2 M5x12 fixing screws (2)**
5. Tighten the **2 M5x12 fixing screws (2)** of the silencer cover **(1)** to **6 Nm ± 10%**
6. Loosen the **2 M5x12 fixing screws (2)** by 180°
7. Tighten again the **2 M5x12 fixing screws (2)** of the silencer cover **(1)** to **6 Nm ± 10%**.



First tightening



Loosening



Second tightening



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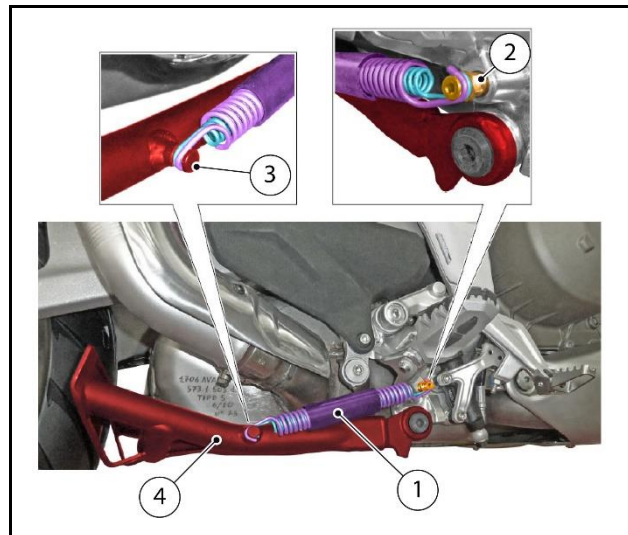
Check 12 - Replace Central Stand Pivots with Kit Part no. 69929642A



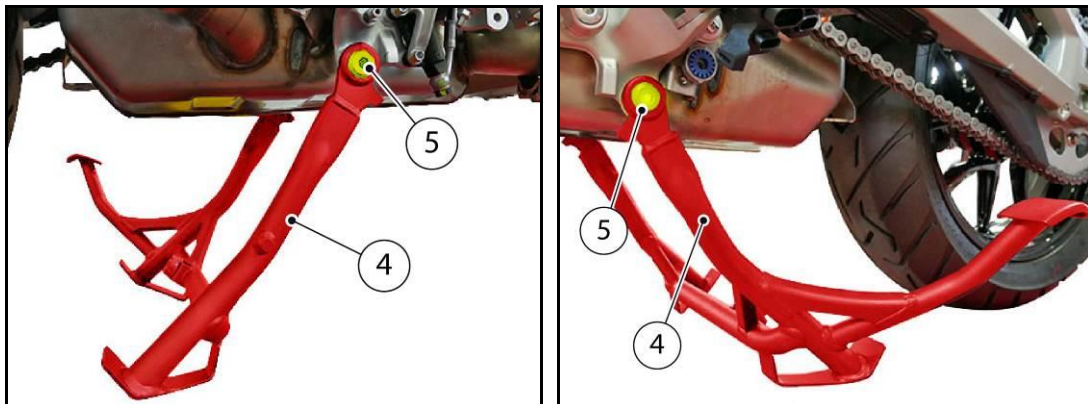
NOTE

If the motorcycle is equipped with Ducati Performance Racing Exhaust, **do not apply the modification described below** (the size of the new pivots is not compatible with the DP kit)

1. Using a suitable spring puller, unhook the **spring (1)** from spring coupling **pin (3)** and from **pivot (2)** of the **central stand (4)**



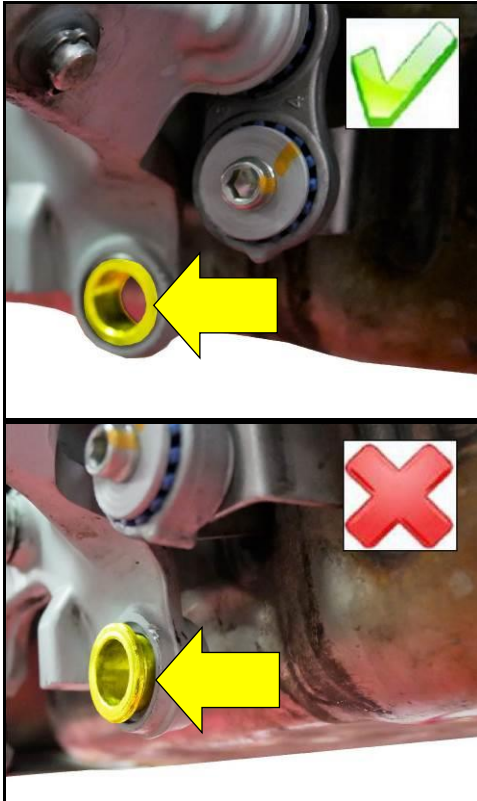
2. Unscrew the 2 retaining pins (5) and remove the **central stand (4)**





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3. Visually check the correct insertion of the centering bushing of the central stand:



Bushing correctly inserted
Proceed with the operations described below.

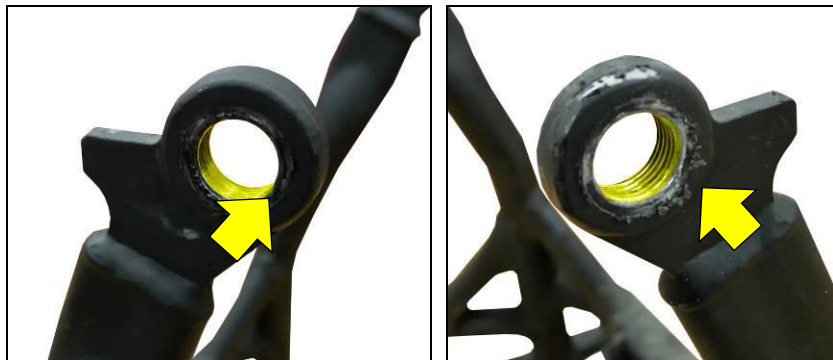
Bushing NOT correctly inserted
Drive the right or left bushing in the corresponding plate using an industrial heating gun.



WARNING

Do not overheat the adjacent components!

4. Clean the threading of the central stand from the previously applied LOCTITE




5. Reposition the central stand



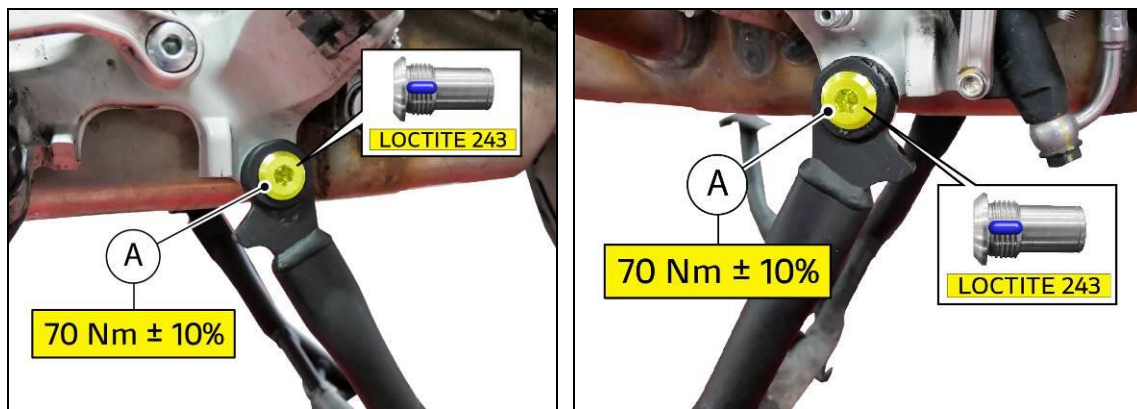
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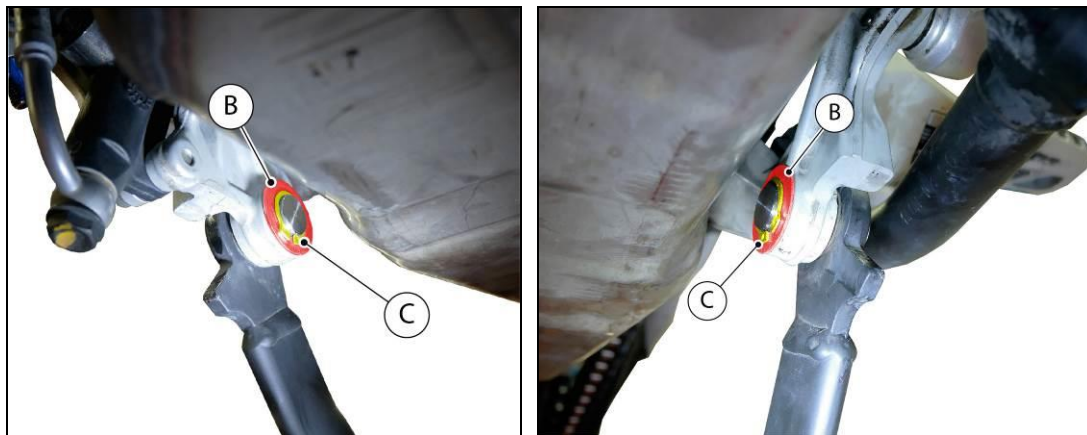
6. Take kit Part no. 69929642A

PART NO.	IMAGE	QUANTITY
69929642A		1

7. Apply **LOCTITE 243** to the threading of the **retaining pivots (A)** of the central stand and then tighten them to **70 Nm ± 10%**



8. Install the **washers (B)** on the inside of the central stand and the **circlips (C)** on the groove of the corresponding pins, as shown in the figure

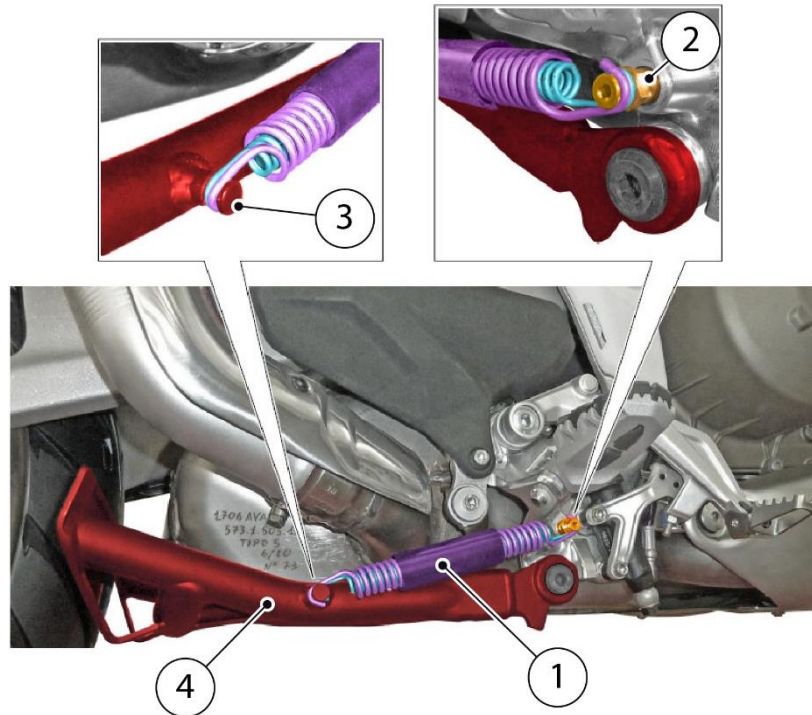




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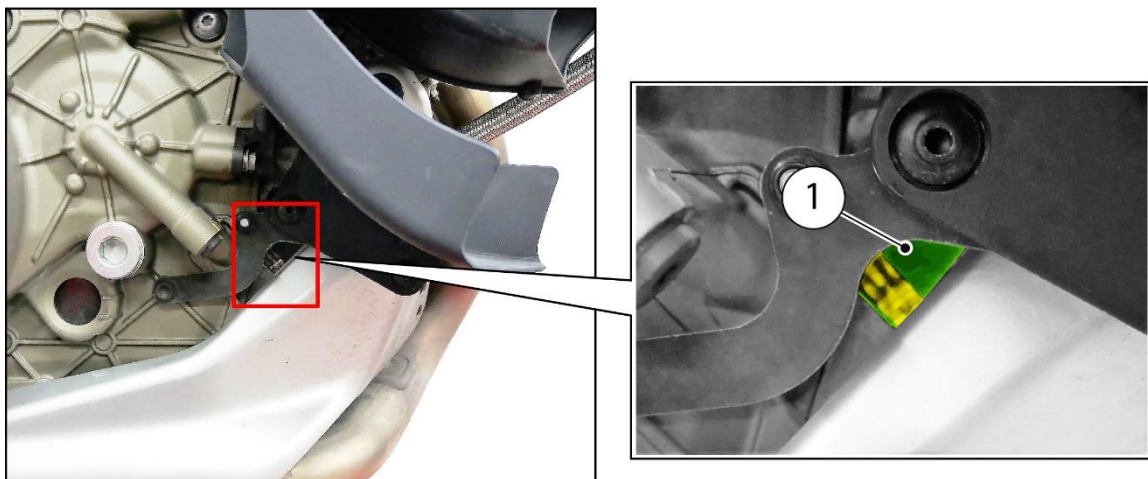
- Using a suitable spring puller, engage the **spring (1)** to **pin (3)** of **central stand (4)** and to **spring retaining pin (2)**, aiming them as shown in the pictures.



- Make sure that central stand operates smoothly

Check 13: Visually Inspect the Integrity of the Engine Blow-By Pipe

Visually check the integrity of the **blow-by pipe (1)** near the retaining clamp





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Check 14: Visually Inspect for Cooling System Leakage

Check 15: Visually Inspect for Oil Leaks from the Engine and Hoses

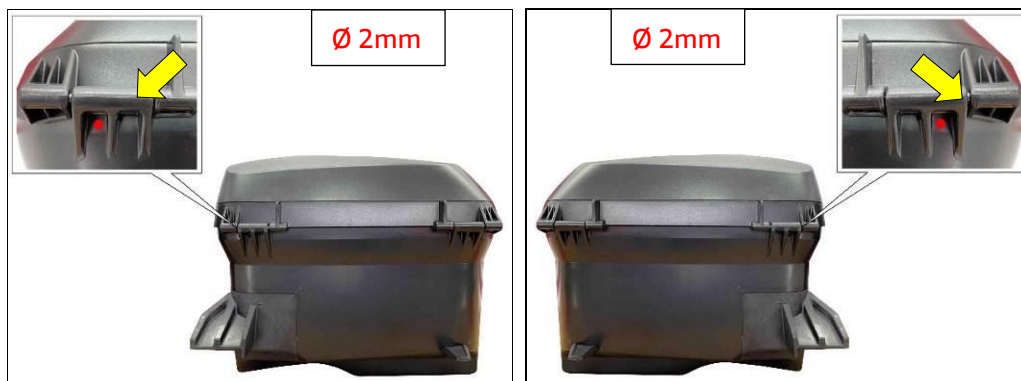
Check 16: Check for the Presence of the Hole on the Side Panniers (If Present), and Drilling if Necessary

1. Check the presence of the vent hole on the bottom of the left and right side panniers (this prevents the creation of vacuum inside the pannier)
2. If it is not there already, drill a hole with a diameter of \varnothing 2 mm at the bottom of the panniers, between the ribs near one of the two hinges



WARNING

DO NOT drill through the second internal wall of the pannier!!



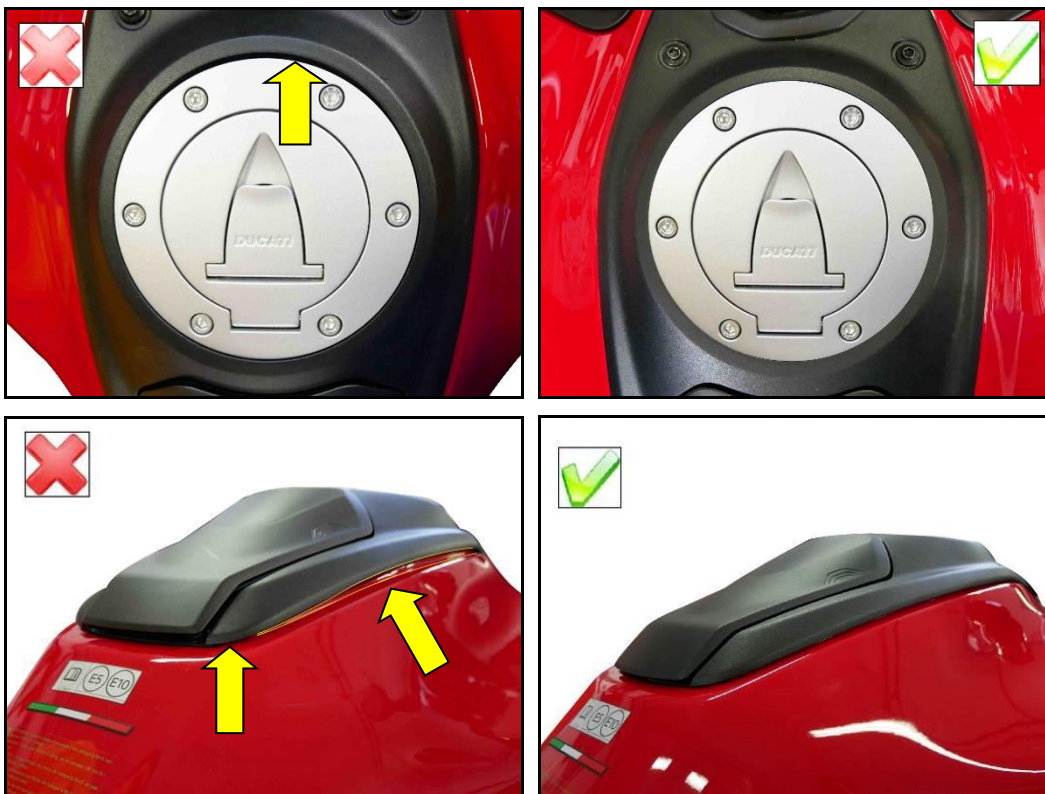


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Check 17: Check the Alignment of the Fuel Tank Cover Plastic Panels and Glove Compartment Operation

1. Check proper alignment of the fuel tank cap cover (mobile phone compartment) with respect to the cap itself and/or incorrect closure of the mobile phone compartment
2. If necessary, the fuel tank cap cover and the mobile phone compartment cover can be realigned by acting on the fuel tank cover retaining screws
3. For further information, we have produced the [SRV-SRB-21-050](https://bulletins.ducati.com/Bulletins/Details/41696) Service Bulletin, available at the following link: <https://bulletins.ducati.com/Bulletins/Details/41696>



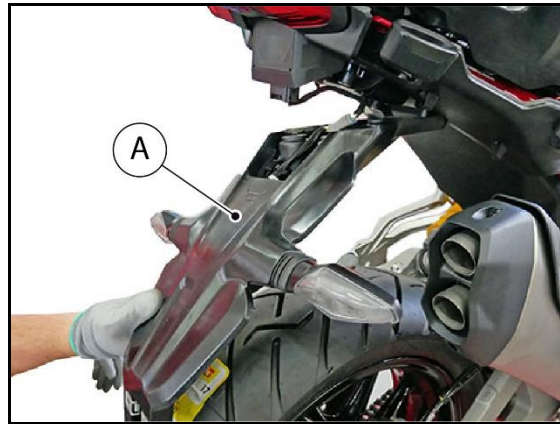
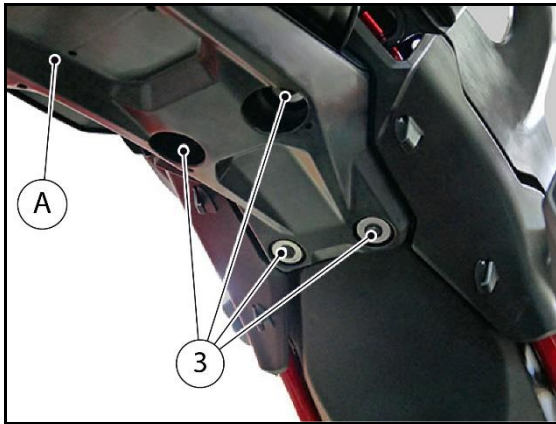


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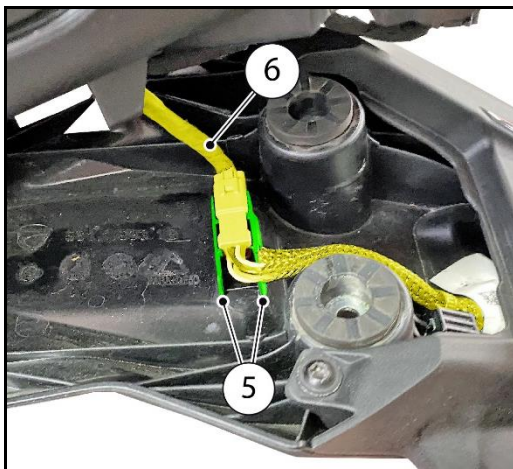
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Check 18: Update the Number Plate Holder Screws Torque and Loctite Application

1. Always remove the rear number plate
2. Unscrew the 4 M6x18 screws (3) and lower the number plate holder (A)



3. Pull the number plate holder wiring (6) out of lower support tabs (5) and disconnect the connector (4) of the number plate holder wiring



4. Place number plate holder (A) on a workbench to facilitate the operations to carry out

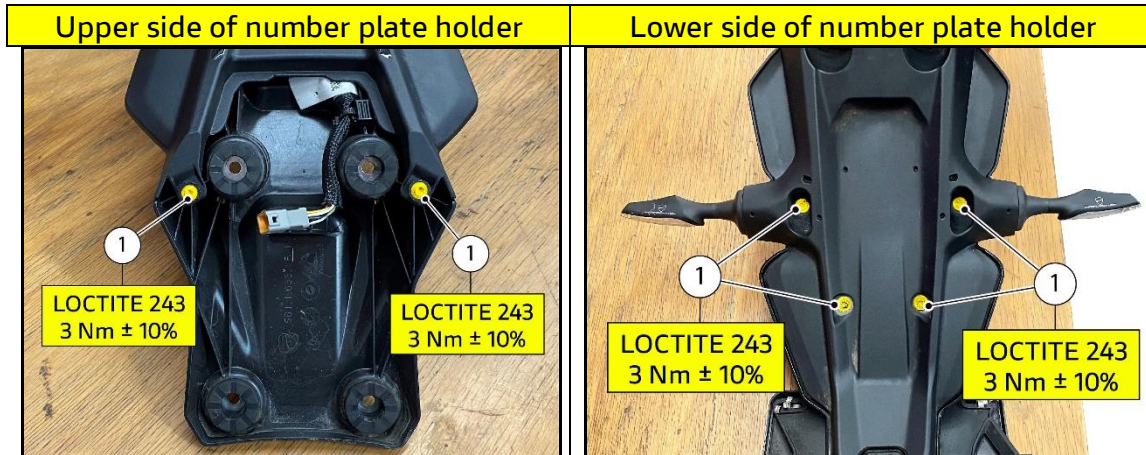




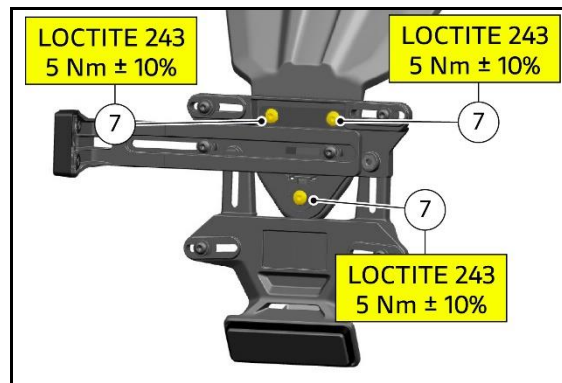
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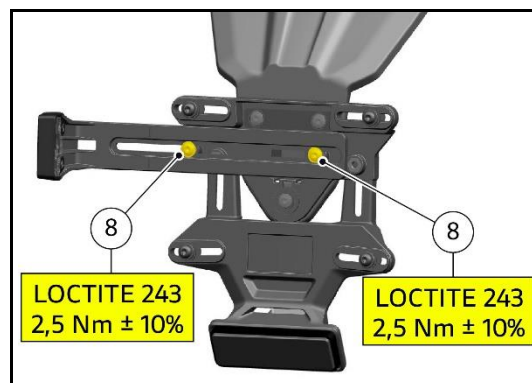
- Loosen 6 M5x12 screws (1) retaining the lower number plate holder to the upper one
- Apply **Loctite 243** on the threads of the 6 M5x12 screws (1) and tighten to **3 Nm ± 10%**.



- Loosen 3 M6x18 screws (7) securing the number plate holder plate
- Apply **Loctite 243** on the threads of the 3 M6x18 screws (7) and tighten to **5 Nm ± 10%**



- Loosen 2 M5x10 screws (8) securing the number plate light support slide
- Apply **Loctite 243** on the threads of the 2 M5x10 screws (8) and tighten to **2.5 Nm ± 10%**

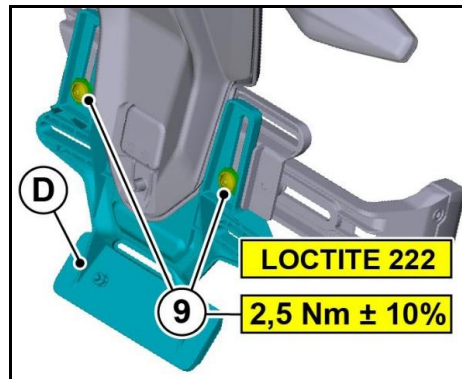




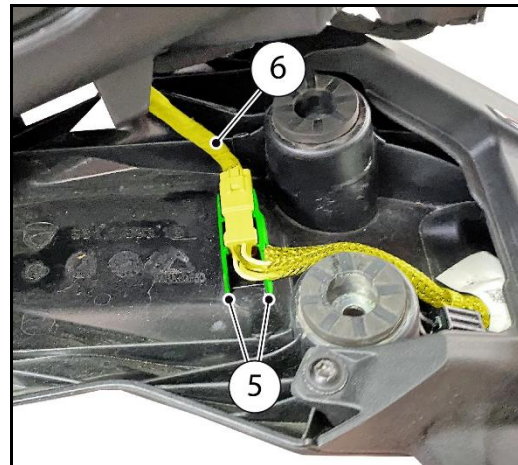
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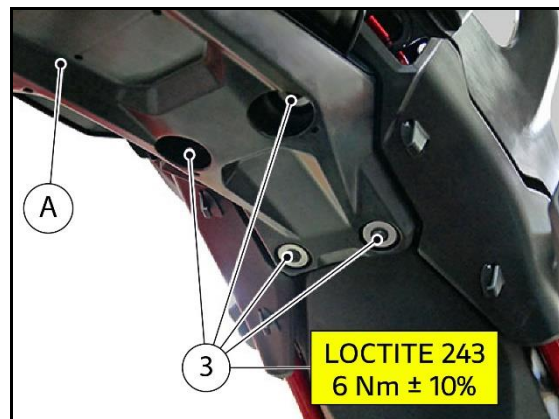
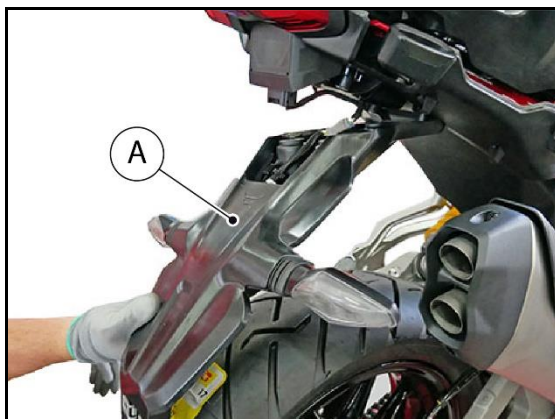
11. Loosen 2 M5x10 screws (9) from the lower plate (D)
12. Apply **Loctite 222** on the threads of the 2 M5x10 screws (9) and tighten to **$2.5 \text{ Nm} \pm 10\%$**



13. Connect the **connector (4)** of number plate holder wiring and position the wiring between the **tabs (5)** of lower number plate holder



14. Reposition the **number plate holder (A)** and tighten 4 M6x18 screws (3) to **$6 \text{ Nm} \pm 10\%$** after applying the threading of the screws with **Loctite 243**





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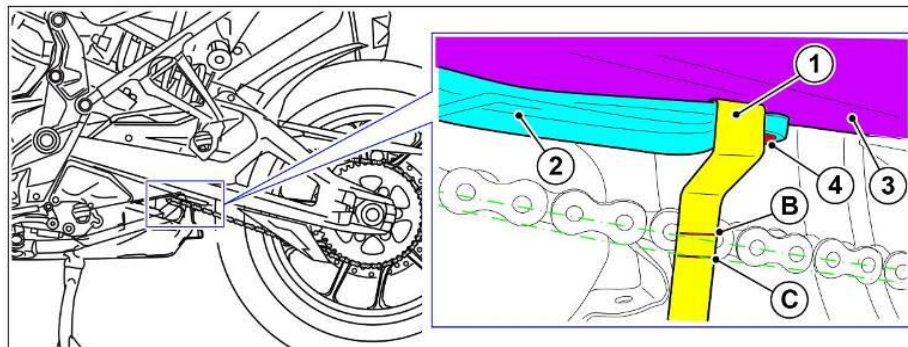
15. Refit the rear number plate
16. Check the correct operation of number plate light and turn indicators

Check 19: Check for Oil Seepage at the Fork Legs

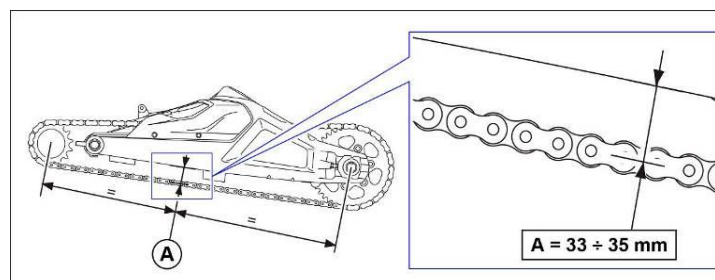
1. Check that there are no traces of oil seepage on the fork legs.
2. If there are any traces, with the motorcycle in Key-On clean the affected part and compress the fork several times to check for the presence of actual leaks that require the replacement of the seals (if so, open a **Youtech** request)

Check 20: Check Wear, Final drive Chain Tensioning, Cleaning and Lubricating

1. Slowly move the motorcycle until you find the position where the upper section of chain is most tensioned
2. Set the motorcycle on the side stand
3. With just a finger, push down the chain at the point of measurement and release
4. Position the chain tension measuring **gauge (1)** between the **slider (2)** and the **swinging arm (3)**, fully home on the **rear screw (4)** and ensure that the center of the chain pins is between the **notches (B)** and **(C)** of the gauge



5. It is also possible to measure the distance between chain pin center and the slider, which must be: **A = 33 - 35 mm (1.30 - 1.38 in)**



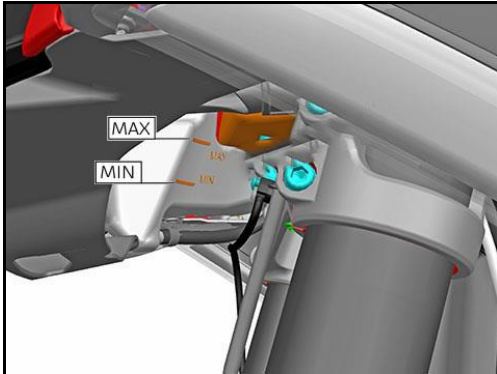


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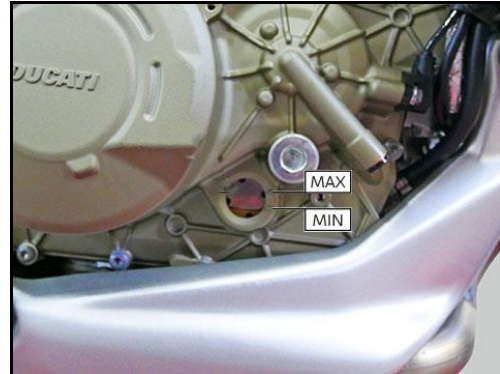
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Check 21: Check Coolant, Engine Oil, Brake and Clutch Fluid Levels

1. Check that the coolant, engine oil, clutch and brake fluid levels are within the **MIN** and **MAX** reference indicators.



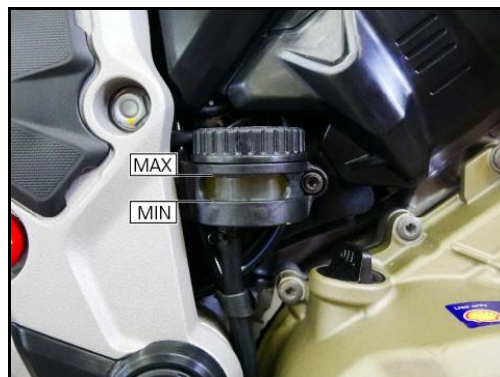
Coolant



Engine Oil



Clutch Fluid



Rear Brake Fluid



Front Brake Fluid



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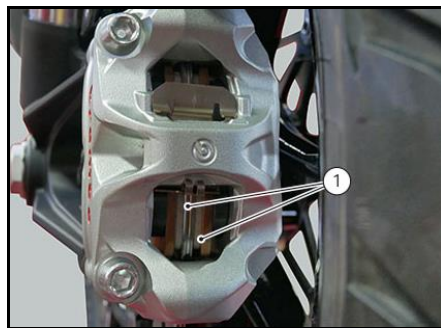
Check 22: Check Tire Pressure and Wear

1. Check the tire pressure according to the values shown in the following table:

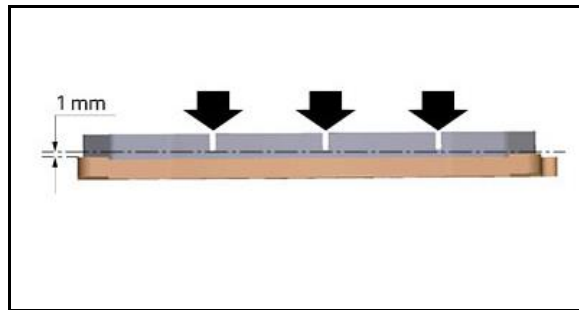
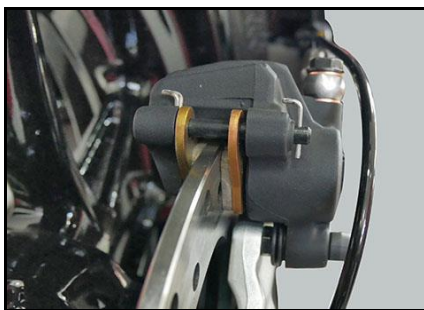
Pirelli SCORPION™ Trail II tire pressure		
Front tire pressure - 120/70 R19	36.3 psi (2.5 bar)	36.3 psi (2.5 bar) with a passenger and/or bags
Rear tire pressure - 170/60 R17	36.3 psi (2.5 bar)	42.1 psi (2.9 bar) with a passenger and/or bags
Pirelli SCORPION™ Rally / Rally STR tire pressure		
Front tire pressure - 120/70 R19	23.2 PSI (1.6 bar)	26.1 PSI (1.8 bar) (with a passenger and/or bags)
Rear tire pressure - 170/60 R17	23.2 PSI (1.6 bar)	31.9 PSI (2.2 bar) 2.2 (with a passenger and/or bags)

Check 23: Check Front and Rear Brake Pad Wear

1. Check through the slot of the front calipers that the groove made in the friction surface of the pads (1) is visible



2. Check through the slot between the rear caliper halves that at least 1 mm of friction material is visible on the pads





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Check 24: Visually Inspect the Vehicle for Wear, Damage, or Nonconformities

Check 25: Soft Cleaning of the Motorcycle

Check 26: Introduce the New Software Features and Assisting the Customer During Smartphone Pairing Procedure

1. Refer to bulletin **SRV-SRB-22-004** to explain and describe to the Customer the new functions implemented with the new software update (e.g. Minimum Preload function, heated handgrips, extended connectivity)
2. Support the Customers during pairing procedures of their devices



NOTE

With software update 22 or higher, the two scheduled (90 days) and mileage (4,000 km) thresholds that required the service maintenance notice to be reset in advance have been removed for the Multistrada V4 S version; it will now be possible to reset the maintenance notice on the instrument panel at any time.

Check 27: Providing the New Pages of the Owner's Manual to the Customer

1. Print the pages of **SRV-TSB-22-002_ Update of Multistrada V4 LUM.pdf** attached to this bulletin, and provide them to the customer.

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