



## CR241 – Upper Chain Sliding Shoe Installation with Neoprene Pad

Multistrada V4 STD/S MY2021-2022 (all country  
versions)

Technical Service Bulletin SRV-TSB-22-015

Date: November 3, 2022  
To: Dealer Principal, General Manager, Service Manager  
From: Richard Kenton, Technical Director  
Dan Schwartz, Service Area Manager

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Dear Dealers,

We have received a few isolated reports of possible “rattling” noise, at certain speeds or under certain riding conditions, coming from the contact between the final drive chain and the upper chain sliding shoe positioned on the swinging arm. This noise is clearly very loud when riding at low speeds and with low torque (it is assumed that the chain is correctly tensioned and in good condition).

We would like to inform you that, to reduce the above-mentioned condition, a neoprene pad and a new upper chain sliding shoe have been introduced (from VIN ZDM1A00AANB013952) for the Multistrada V4 MY2022. This solution can also be applied to the Multistrada V4 Model Year 2021.

The purpose of this bulletin is to help you deal with this type of customer complaint, and then guide you through the installation of the **upper chain sliding shoe (Part No. 44712611A)** with the application of the new **neoprene pad (Part No. 86613441A)** on motorcycles that have not been upgraded yet.

**Please note that if customers complain of the issue described above the new chain sliding shoe with neoprene pad must be installed.**

**This upgrade is NOT mandatory, but optional, since it has to be performed only if the Client reports the condition.**



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### Application

This update is **NOT** listed in the **DCS VIN HISTORY**

**We inform you that this upgrade is NOT mandatory, but optional since it must be performed only if the Customer reports such symptom/condition.**

### Customer Impact

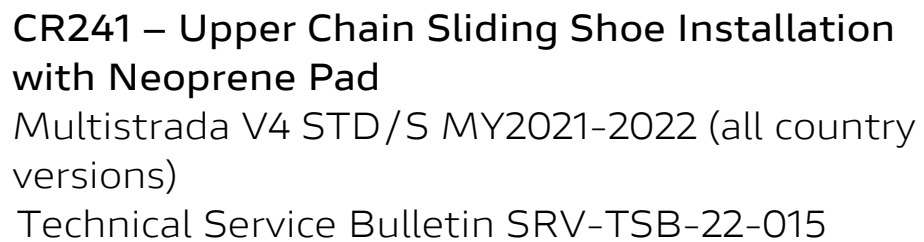
Customers will NOT be notified by dedicated communication.

Involved vehicles must be fitted with the updated upper chain sliding shoe and neoprene pad **ONLY** if the above-described operating concern is detected.

### Parts Distribution

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

- Part no. 44712611A: Upper Chain Sliding Shoe
- Part no. 86613441A: Neoprene Pad



The reimbursement for the installation of the new chain sliding shoe with neoprene pad will be issued through the standard warranty claim procedure via the DCS.

The warranty claim is pre-filled and is identified as CR241.

- Vehicle reception
- Removal of the upper chain sliding shoe
- Installation of new chain sliding shoe with neoprene pad
- Soft cleaning of the vehicle

1. VIN number: **ZDMXXXXXXXXXXXXXX**
2. Claim Type: **WCRC - WARRANTY CLAIM RECALL CAMPAIGN**
3. Recall Campaign: **CR241 – SRV-TSB-22-015 REPLACEMENT OF MTS V4 UPPER CHAIN SLIDING SHOE**

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### Spare Parts

Part No.	Description
44712611A	Upper Chain Sliding Shoe
86613441A	Neoprene Pad

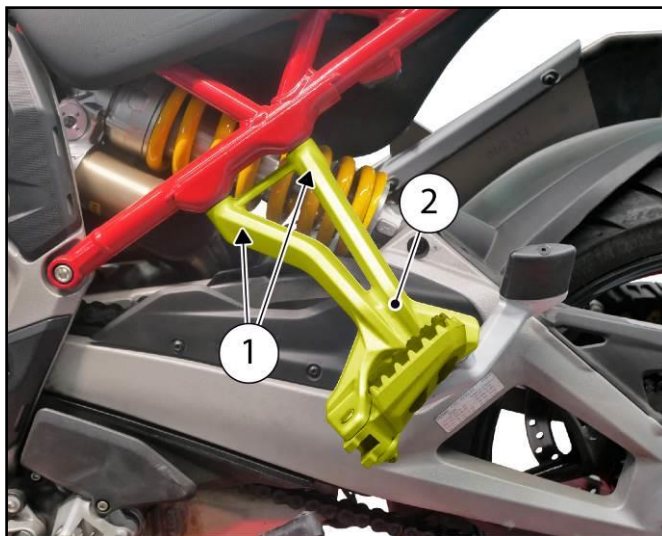
### Service Solution



#### 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.

1. Check the wear of the final drive chain (See Service Bulletin SRV-SRB-20-050) and proceed as indicated:
  - With the chain in good condition, follow the procedure from point 2
  - With the chain NOT in good condition (replacement is necessary), follow the procedure from point 9 (it is not necessary to cut the new final drive upper chain sliding shoe)
2. Remove the 2 screws M8 (1) and remove the LH rear footpeg assembly (2).

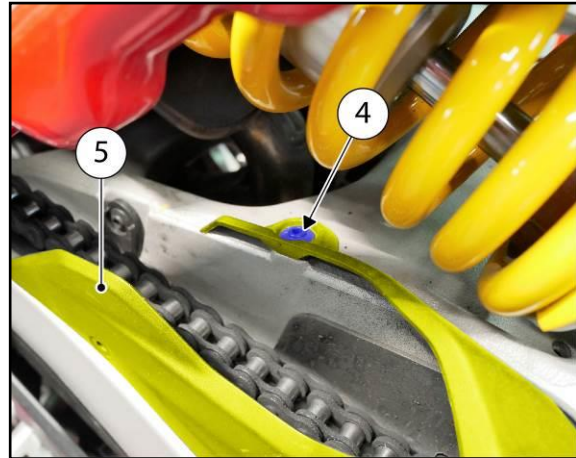
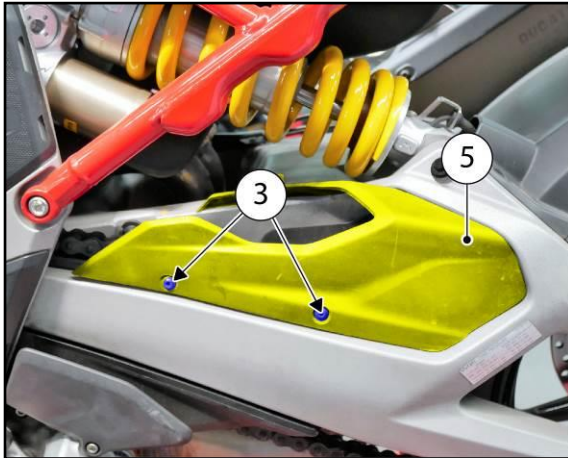




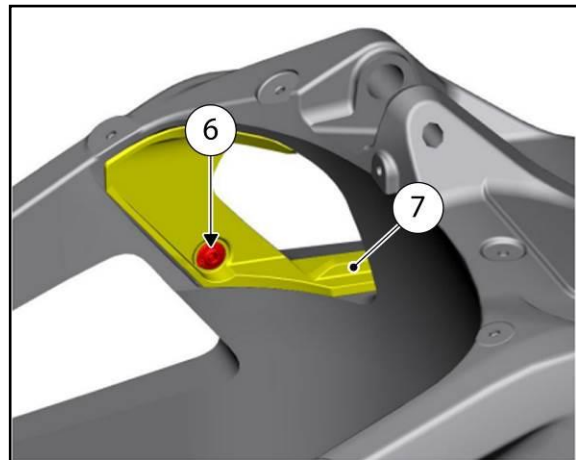
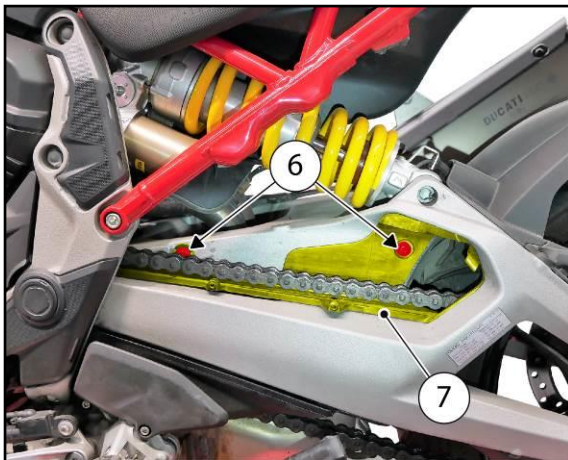
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3. Remove the 2 self-tapping screws (3) and the screw M5 (4). Remove front chain guard (5).



4. Loosen 3 M5 screws (6) securing the upper chain sliding shoe (7).



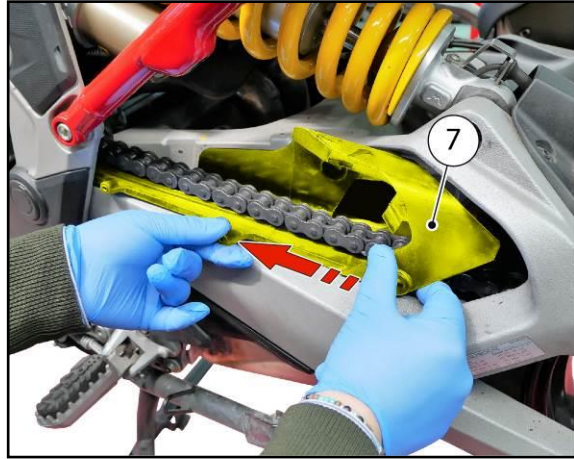
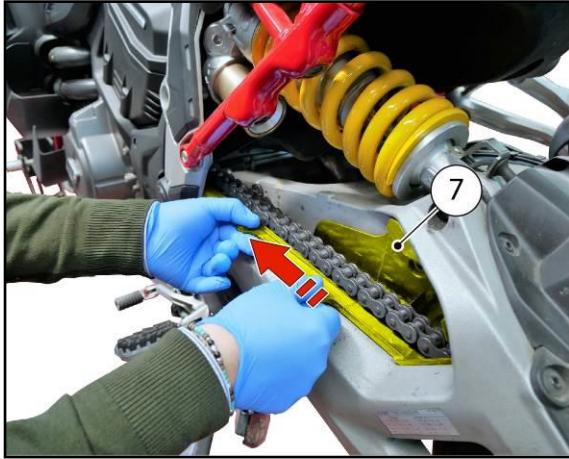




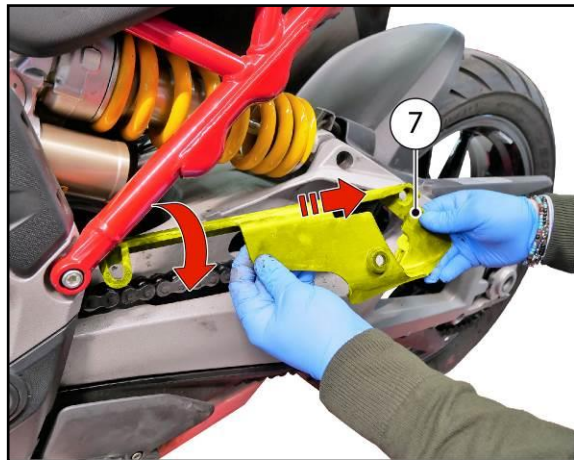
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5. Slide the upper chain sliding shoe (7) forward and pull it out from its seat.



6. Cut the upper chain sliding shoe (7) where indicated, rotate it and then remove it.

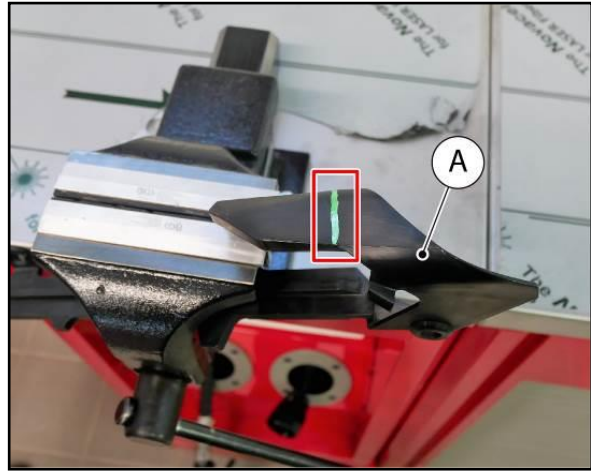
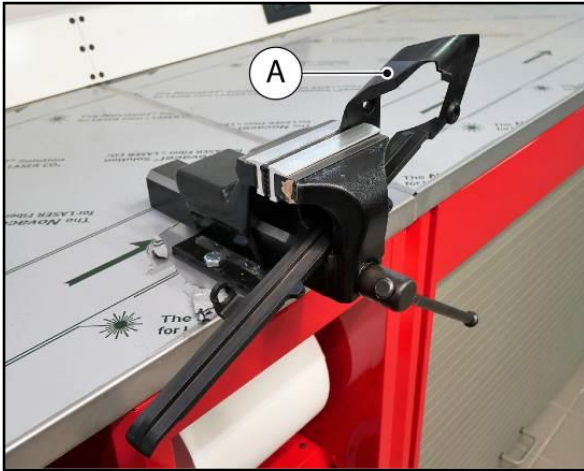




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7. Position the **new sliding shoe (A)** Part no. 44712611A in a bench vice. With a felt-tip pen, mark where to make the cut on the **upper chain sliding shoe (A)**, as shown in the figure.



### NOTE

Make sure the vice is equipped with rubber protections so as not to damage the upper chain sliding shoe (A).

8. Cut the upper chain sliding shoe, taking care not to damage it.



### NOTE

This type of operation allows the chain sliding shoe to be installed without having to remove the final drive chain and has no visual or functional impact.





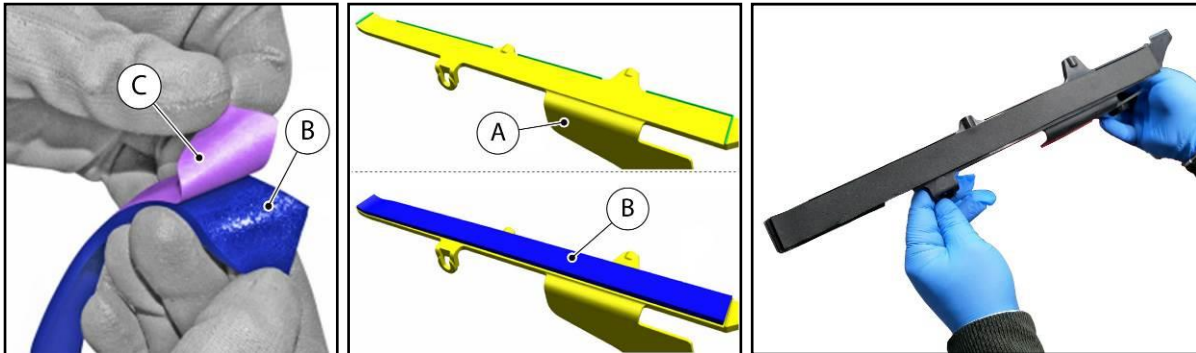
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9. Take the neoprene pad (B) Part no. 86613441A to be applied to the upper chain sliding shoe (A).

Remove the double-sided adhesive film (C) and apply the pad (B) on the lower side of the upper chain sliding shoe (A).



10. Position the upper chain sliding shoe (A) inside the swinging arm, routing the final drive chain through the cut made previously (Figure A).

Insert the rear part of the upper chain sliding shoe (A), as indicated by the arrows, inside the swinging arm (Figure B).

Position the front part of the upper chain sliding shoe (A) (Figure C).

Finally insert the front part of the upper chain sliding shoe (A) (Figure D).

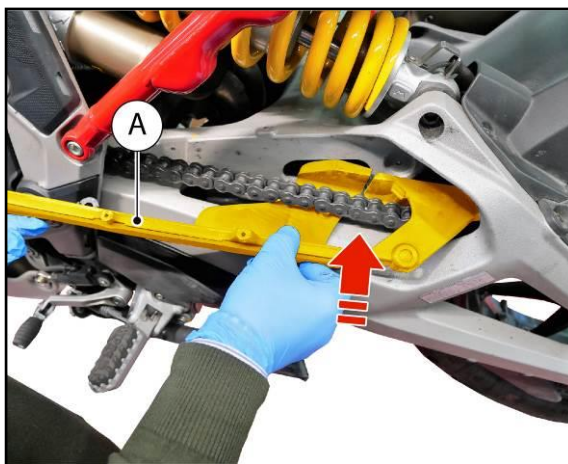


Figure A



Figure B





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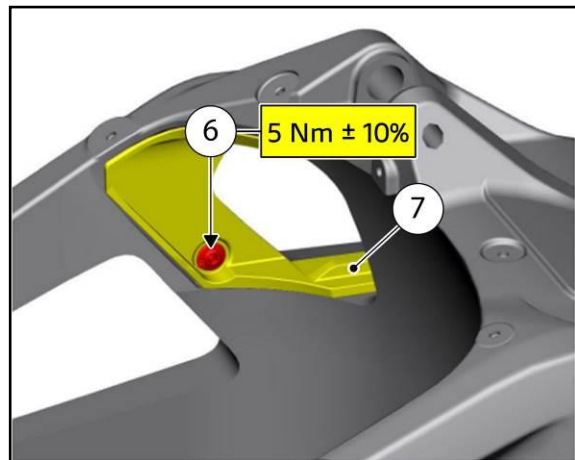
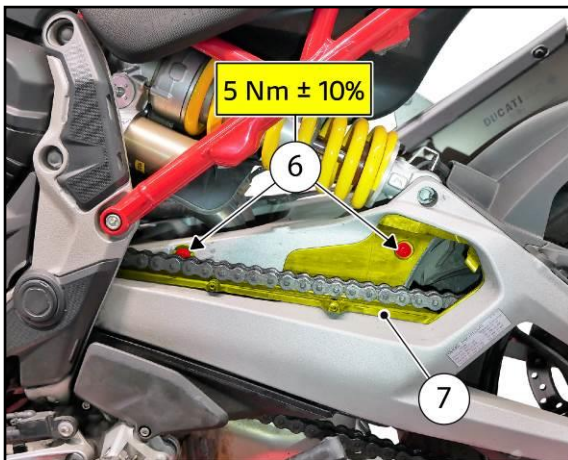


Figure C



Figure D

11. Apply LOCTITE 243 to the threads of the 3 M5 screws (6). Tighten the 3 M5 screws (6) to a torque of **5 Nm  $\pm$  10%**.



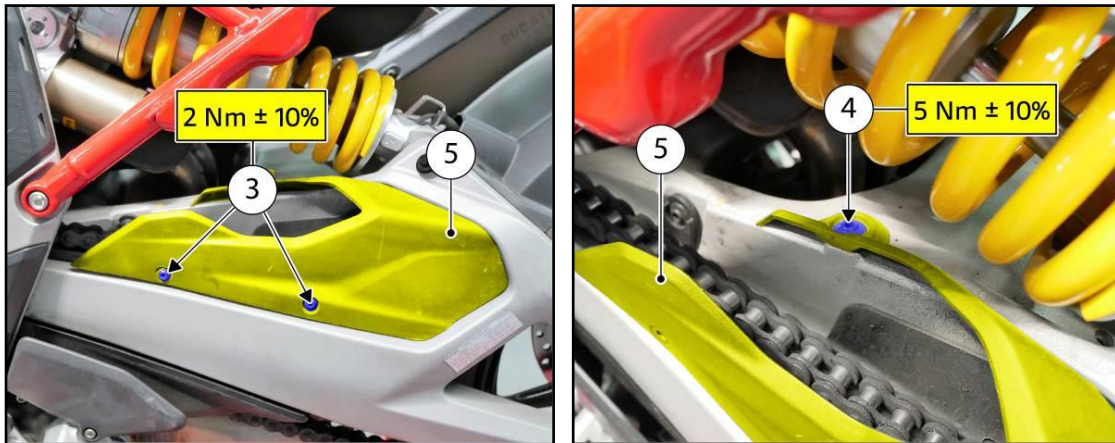


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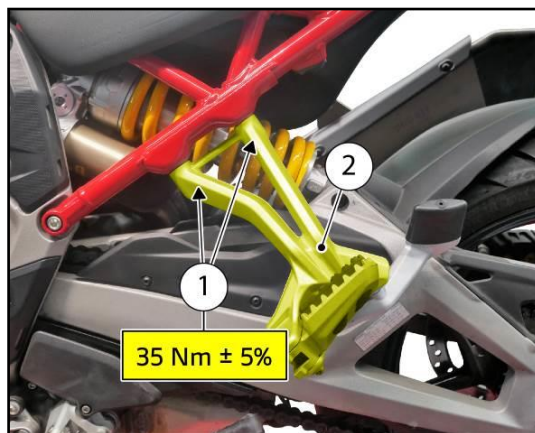
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12. Apply LOCTITE 243 to the threads of the **M5 screw (4)**. Tighten **2 self-tapping screws (3)** to a torque of **2 Nm ± 10%** and **M5 screw (4)** fastening the **chain upper guard (5)** to a torque of **5 Nm ± 10%**.



13. Apply LOCTITE 243 to the threads of the **2 M8 screws (1)**. Tighten the **2 M8 screws (1)** fastening the **LH rear footpeg assembly (2)** to a torque of **35 Nm ± 5%**.



14. Remove the motorcycle from the rear paddock stand.
15. Make sure that the final drive chain is correctly tensioned.
16. Perform a soft cleaning of the motorcycle.

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