



SERVICE TECHNICAL BULLETIN

Dear Norco Dealer,

Please take the time to review the information below regarding MY21 Shore bicycles.

IMPORTANT: Please share this information with your sales and assembly staff.

Models affected:

- MY21 Shore A1
- MY21 Shore A2
- MY21 Shore Park

Issues identified:

- Upper idler cover movement resulting in possible chain drop on all models
- Specialty tool required for upper idler cover installation/adjustment
- Lack of lower chainguide resulting in possible chain drop on Shore Park only
- Short oem chain, Shore Park only

Solutions:

- New upper idler cover inner and outer plates have been designed with an anti-rotational feature to keep the cover in the original mounting position reducing the chance of chain drops from the idler.
- Newly designed Norco tool for ease of access to the upper idler cover fixing hardware. To be used during installation and/or maintenance of the upper idler cover.
- Addition of an E13 lower chainguide to assist in chain retention in conjunction with the updated upper idler cover plates for Park model only.
- On some production runs of Shore Park model only the chain is too short and could cause derailleur damage. Correct required chain length is 114 links.

Actions:

No charge guide kits have been prepared and will be sent out to you at no charge for each affected bike you have received/sold. Please try to reach out to customers you have record of buying one of the affected bikes. kits will be comprised of the following.

- Shore A1 and A2 models will include the new upper idler inner and outer plates along with the new installation/maintenance tool. All new production of these models will include the updated parts and tool.
- Shore Park models will include the new upper idler cover inner and outer plates, the new installation/maintenance tool, an E13 lower chainguide and a new 114 link chain. All new production of these models will be assembled with these updated parts, chainguide, tool and correct length chain.

A supplemental instructional bulletin has also been provided with images and details specific to the issues. Should a consumer come into your retail location needing these parts to upgrade their bike please reach out to Norco customer service for the no charge parts. Item #'s for the kits are shown below.

- Idler guide kit for Shore A1 and A2 models is item # 919021-004
- Idler guide kit for Park model is item # 919021-003

Should shop service time be required to update a customer's bike we can authorize a labor credit. Amount of labor credit to be discussed with your sales rep or Norco warranty representative.

A consumer notice outlining these issues and corrective action to be taken will be available in our help center on Norco.com as well as pushed out on select media channels for consumer visibility.

Thank you,

Norco Bicycles