



**Repair instructions (V3)  
to fix rhythmic clicking sounds in the Bosch eBike DriveUnit**

Fault description:

Regular clicking noise always in the same pedal position, one or two times per revolution (not crunching or creaking).

Please note: It must be clarified in advance that the noise is not caused by the pedal screw connection, pedal bearings, crank screw connection (torque 55 Nm) or the mounting of the drive unit.

The noise does not result in damage to the drive unit, but it can compromise riding enjoyment.

The cause of the noise is that the chainring-side, right floating bearing makes jerky movements (due to soiling or lack of lubrication) when moving in the sliding seat, resulting in a sound.

Preparatory work (see eBike Training Manual 2013, pp. 81 ff.)



**Figure 1:** Remove battery, clamp ebike in assembly stand, remove right crank and locking nut (left-hand thread, Bosch spider tool)



**Figure 2:** Remove spider with chainring and chain; use pedal wrench or other flat and blunt tool as a lever if required



**Figure 3:** Open right motor housing cover. To do this, remove seven Torx T25 screws

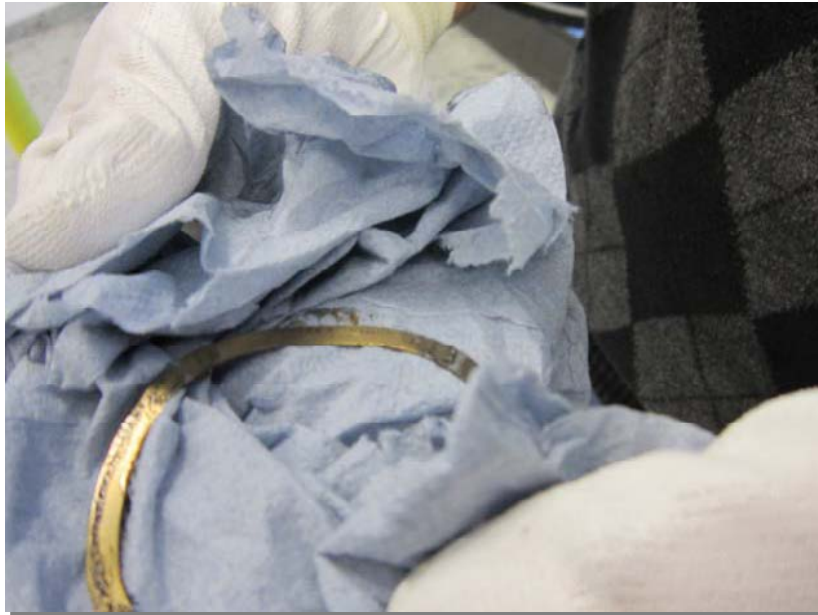


**Figure 4:** The stone chip protection does not need to be opened for the work.  
Do NOT open the large screw plug!



**Figure 5:** Remove the motor housing cover as shown. Your hands grip the cover, and your thumbs rest upon the shaft or bottom bracket as shown. Make sure NOT to tilt the cover when removing it. Do not use a screwdriver or tyre lever; the cover seal could be irreparably damaged.





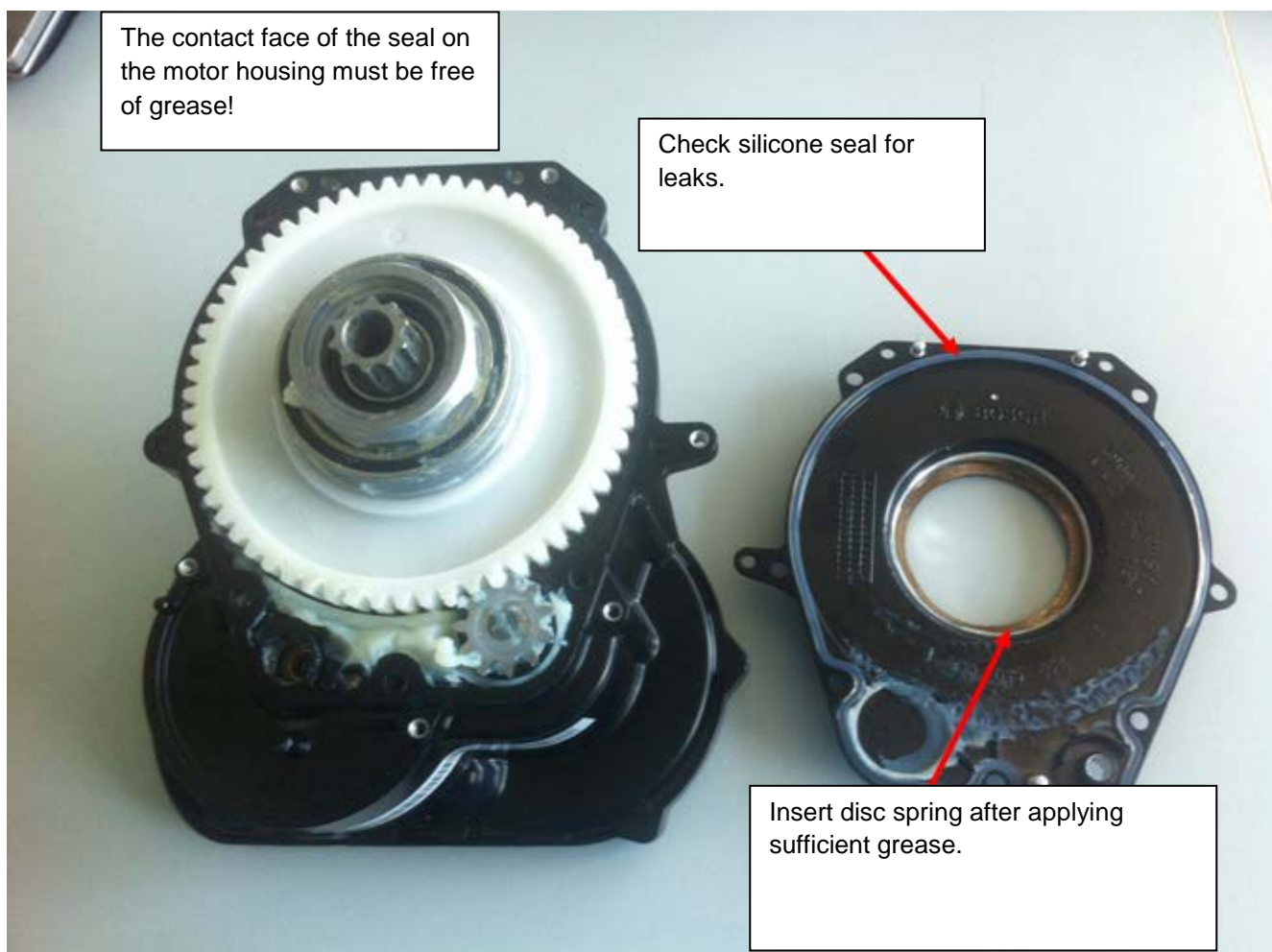
**Figure 6:** Remove and clean the disc spring.



**Figure 7:** Clean the bearing seat in the cover. In the process, do NOT touch the seal or contaminate it with grease. Only in case of visible contamination should you clean the seal with a dry, clean, soft cloth without applying pressure.



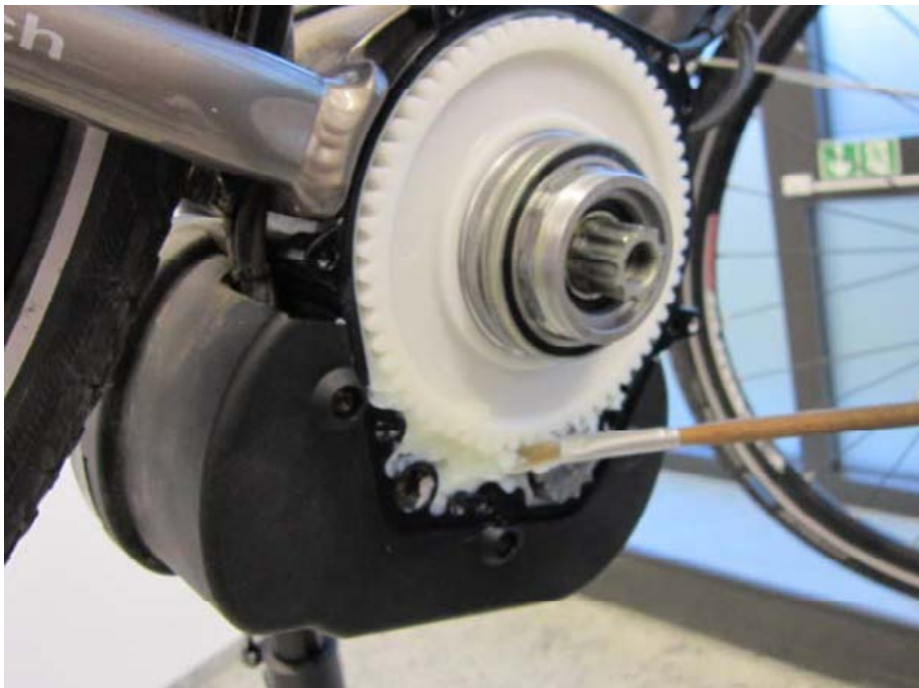




**Figure 8:** Visual inspection of the seal for complete adhesion and proper positioning across the entire circumference. If the seal is damaged, order the cover as a spare part from our service partner at no charge and replace it. Please request via our service hotline, **phone number** 07121- 7666 000. **E-mail:** dealer.ebikeservice@de.bosch.com



**Figure 9:** Clean the bearing on the bottom bracket shaft with a clean cloth, along with the the contact surface of the seal on the motor housing



**Figure 10:** Take grease with a clean finger or brush from the included extra grease (photo) and lubricate the bearing seat **in the cover** evenly and completely.



**Figure 11:** Embed greased undular washer in the grease of the housing cover.



**Figure 12:** Put the housing cover vertically onto the bearing. Avoid tilting. Insert the centring pin of the cover into the associated holes of the housing.

Screw in the seven Torx T25 screws two turns by hand and then tighten them crosswise with **4.5 Nm**.

Further assembly is the same as in the eBike Training Manual 2013, pages 92 ff.:

Put the spider on the greased seat and tighten the locking nut with the Bosch spider tool with **30 Nm (plastic lockring, thread greased), 20 Nm (plastic lockring, thread greased) or 40 Nm (aluminium lockring). Caution:** Note left/fine thread! Tighten the crank with 55 Nm and put on the chain – done!



Document the work done in the papers of the customer.

After performing the service activities, please report this to [ebike.serviceaktion@de.bosch.com](mailto:ebike.serviceaktion@de.bosch.com)

- Your Magura customer number and the name of your shop
- The frame number of the eBike (field ID no. in the configuration of the diagnostic device) **or**
- The serial number of the drive (Chapter Drive Unit in the service area of the diagnostic device)



**Only if a report is submitted to the above-mentioned e-mail address do the guarantee and warranty entitlements for the motor remain valid.**

**You will be reimbursed for the resulting work in the form of a credit if you submit an informal request ("I request reimbursement of expenses for labour cost incurred") in the above e-mail to Bosch.**

We apologise for the extra work and thank you for your cooperation for the benefit of customer satisfaction.

Sincerely,

**Your Bosch eBike Service Team**

**Register on our dealer portal (<http://ebike.bosch.com>) and receive the latest technical information and updates!**

Robert Bosch GmbH  
AE-EB/SSB1

Main office: Stuttgart, registration court: Stuttgart District Court, HRB 14000;  
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