



Service Operations Manual - Update 2022 Service Repair Bulletin SRV-SRB-22-020

Date: April 19, 2022
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Jacob Trump, Service Business Manager

Dear Dealers,

This bulletin is to notify you of important updates included with the recent release of the Service Operations Manual – Update 2022. Please review the documents for details.

For convenience, we are including a copy of the manual and reference documents with this bulletin.

- Service Operations Manual
- Ducati Special Tools Auto-Ship Enrollment Form
- Warranty Labor Rate Change Form
- Emergency Warranty Parts Backorder Notification

Dealers will be held accountable for compliance with all update processes effective immediately.

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