



Procedure for Assessing Front Fork Oil Leaks Service Repair Bulletin SRV-SRB-24-001

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To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
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Dear Dealers,

We would like to inform you about the assessment criteria for identifying a genuine front fork-related defect as opposed to, for example, oozing of oil or assembly grease.

This assessment must always be shown with clear pictures attached to the Youtech request and warranty claim, such as those shown in the example below. If photos are not provided, the claim will not be accepted or will be charged back to the dealer.

Case 1 - clear leakage reaching the fork axle lug: if the oil ooze, as shown in the example, reaches the fork axle lug, proceed with the replacement of the seal kit (oil seal + dust seal).



Example: Oil leak that has reached the fork axle lug



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Case 2 - leakage localized to the outer surface of the leg only.
In the case of leakage localized to the outer surface of the leg only, follow the steps in the following procedure in order to make an accurate assessment.



NOTE

Heavy off-road use clearly affects the reliability of the fork leg seals and cannot be blamed on product non-conformity.

1. Take a picture testifying to the alleged leak, showing, for example, the fact that the leak has reached the fork axle lug.

The picture provided as an example shows oil residue along the leg but the fork axle lug is not contaminated; therefore, the picture is not exhaustive and the issue must be investigated further.

NOTE: The picture should be taken without cleaning the legs and without lowering the dust seals.



2. Lower the dust seal of the fork leg affected by the potential leak, down to the fork axle lug.

NOTE: before lowering the dust seal, mark its angular position for reference. This information is necessary in cases where, to confirm the presence of the leak, Ducati requests the replacement of the entire fork leg (e.g., Italian market for MTS V4 seals with VIN following ZDM6AXXXX007600).



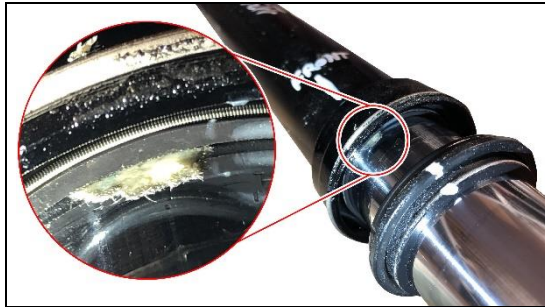
If only the seals are replaced, the mark on the sleeve can be removed.



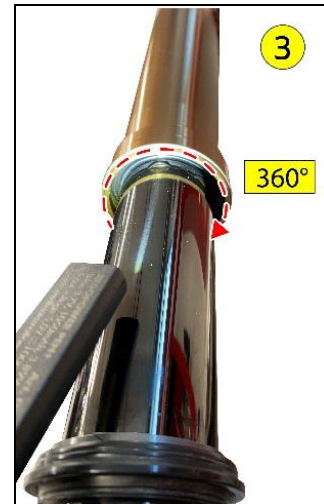
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3. Visually check with a suitable lighting instrument that there are no foreign bodies (see *example*) stuck around the circumference between the oil seal and the fork leg.



Example of a foreign body



4. Clean the oil from the surface of the leg and, if necessary, from the fork axle lug, with a paper towel soaked in a non-aggressive detergent for plastic parts (no fuel, no trichlorethylene).

NOTE: Use cloths that do not generate residue during use.



5. Engage the fork repeatedly from a standstill by applying the front brake.

NOTE: If in doubt, perform a dedicated test ride while repeatedly applying the front brake to move the suspension through compression and rebound phases.

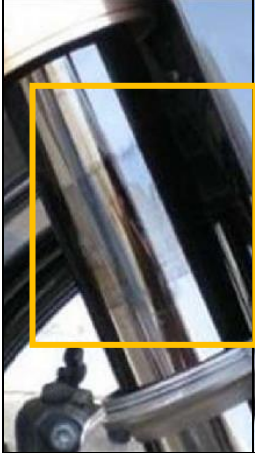
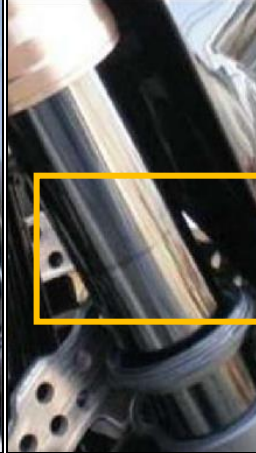
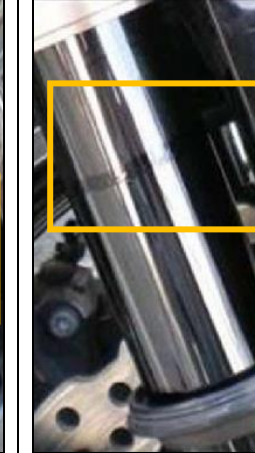
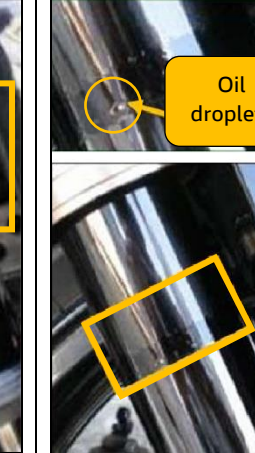




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6. Analyze any oil residue on the fork leg according to the table below.

Case	A	B	C	D
Pic.				
Status	Possible presence of an oil patina	Possible presence of a <u>thin</u> oil ring (< 3mm)	Possible presence of an oil ring (\geq 3mm)	Possible presence of oil droplets
Action	NO LEAKAGE. Clean the fork leg and refit the dust seal		Further evaluation is required	LEAKAGE. Replace the seal kit

- 6.1. If the leak is not replicated, as in *Cases A* and *B*, clean the leg and refit the dust seal inside its seat.
- 6.2. In the case of suspected oil oozing, as in *Case C*, it is necessary to carry out a reassessment after an additional test ride.
- 6.3. In the case of a leakage, as in *Case D*, attach pictures showing the leakage to the Youtech request and warranty claim. Then proceed with seal removal and replacement (pictures should be taken with the dust seal down) and replace the fork oil following the quantities indicated in the Workshop Manual for the respective motorcycle model (for oil reimbursement, we ask that you include 2 UL of additional labor per fork leg).



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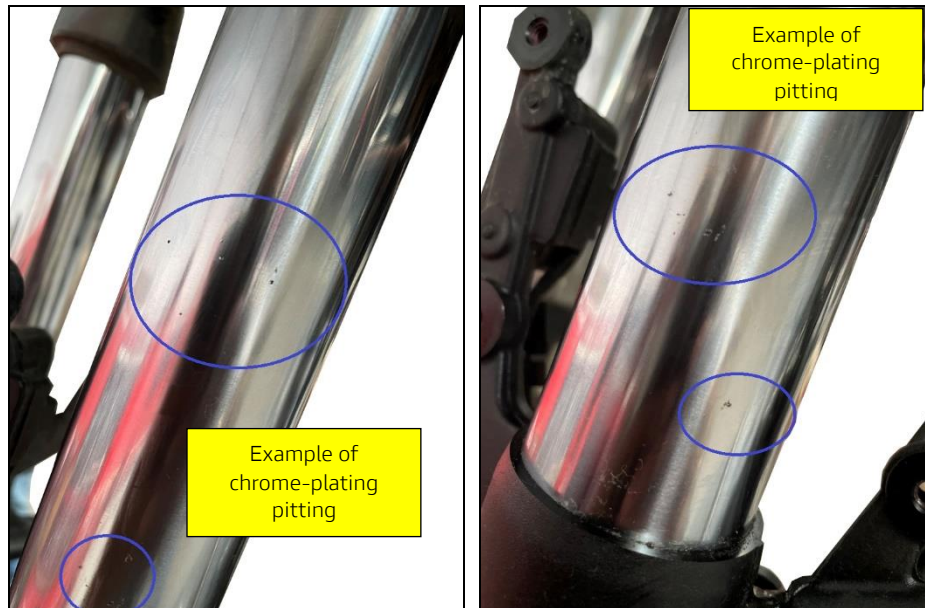
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WARNING

IN ANY CASE, carefully check for damage to the leg treatment coating, e.g. due to road debris (damage occurs if it can be felt with a fingernail).

In the case of a damaged leg, it must be replaced together with the seals and is generally not covered by the warranty (except for rare cases of chrome-plating pitting or oxidation attributable to defects on the leg treatment, which can be generally found outside the front leading surface areas of the motorcycle. In this case take detailed pictures and specify in the Youtech).



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