ROCKSHOX

VIVID

2024+ Vivid

SERVICE MANUAL

SAFETY FIRST!

We care about YOU. Please, always wear your safety glasses and protective gloves when servicing RockShox products. Protect yourself! Wear your safety gear!

⚠WARNING - PRESSURIZED DEVICE

Suspension products may contain pressurized air, nitrogen, springs, and oil.

Always wear certified safety glasses (ANSI Z87.1, EN166 EU) when performing any service on a suspension product (suspension fork, rear shock, seatpost). Failure to wear proper safety glasses can result in SERIOUS INJURY OR DEATH.

RockShox Service

We recommend that you have your RockShox suspension serviced by a qualified bicycle mechanic. Servicing RockShox suspension requires knowledge of suspension components, as well as the use of specialized tools and lubricants/fluids. Failure to follow the procedures outlined in this service manual may cause damage to your component and void the warranty.

Visit www.sram.com/service for the latest *RockShox Spare Parts Catalog* and technical information. For order information, please contact your local SRAM distributor or dealer.

Information contained in this publication is subject to change at any time without prior notice.

Your product's appearance may differ from the pictures contained in this publication.

For recycling and environmental compliance information, please visit: www.sram.com/en/company/about/environmental-policy-and-recycling.

Suspension Safety Precautions and Warnings

SAFETY INSTRUCTIONS

To avoid serious injury or death, you MUST understand and follow the safety information in this document.

⚠WARNING - PRESSURIZED DEVICE

Suspension products may contain pressurized air, nitrogen, springs, and oil.

Always wear certified safety glasses (ANSI Z87.1, EN166 EU) when performing any service on a suspension product (suspension fork, rear shock, seatpost).

DO NOT attempt to disassemble a suspension product before the product is fully depressurized. Follow depressurization procedures and remove the air valve as instructed, before attempting disassembly of a suspension product.

When performing service on a suspension product, keep your eyes, face, and body away from any part or lubricant that can suddenly eject under high pressure. DO NOT direct any pressurized suspension part at a person.

DO NOT attempt to puncture, crush, or incinerate any assembled suspension product.

Failure to follow these preventative measures can result in SERIOUS INJURY OR DEATH.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque.

To avoid separation of parts, threadlocker must be applied as instructed. Failure to apply threadlocker could result in separation of the parts.

Retaining rings must be fully seated in the retaining ring groove. Confirm the retaining ring is fully seated in the retaining ring groove after installation.

Do not use vinegar of any type to clean any part of a RockShox suspension product. Vinegar can cause permanent damage to parts which can, over time, result in product structural failure.

Failure to follow these preventative measures can result in SERIOUS INJURY OR DEATH.

⚠WARNING

Do not ingest oil, fluid, grease, lubricant, or cleaner. Ingestion could lead to SERIOUS INJURY OR DEATH. Seek immediate medical attention if any oil, fluid, grease, lubricant, or cleaner is ingested.

⚠CAUTION

Suspension products may contain lubricants which can lead to skin irritation. Always wear nitrile gloves when servicing suspension products. Failure to properly protect your skin can result in irritation. Seek medical attention if your skin is adversely affected by any suspension oil, fluid, grease, lubricant, and/or cleaner.

Always wear safety glasses. Do not allow oil, fluid, grease, lubricant, or cleaner to contact your eyes or face. Seek immediate medical attention if irritation occurs.

Use care when working with sharp tools and parts. Never use sharp tools coated with oil and/or grease. Clean and remove all oil and/or grease from your hands and gloves, and tools before working with any sharp tool or part. Failure to do so can result in personal injury.

Place an oil pan on the floor underneath the product during service to catch any drained or spilled fluids. To avoid a slip and fall, and possible injury or harm, immediately clean any oil, fluid, grease, or lubricant from the floor in your work area.

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Part Preparation and Service Procedures

Part Preparation

Remove the component from the bicycle before service.

Disconnect and remove the remote cable or hydraulic hose from the fork or rear shock, if applicable. For additional information about RockShox remotes, user manuals are available at www.sram.com/service.

Clean the exterior of the product with mild soap and water to avoid contamination of internal sealing part surfaces.

Service Procedures

The following procedures should be performed throughout service, unless otherwise specified.

Clean the part with RockShox Suspension Cleaner or isopropyl alcohol and a clean, lint-free shop towel. For hard to reach places (e.g. upper tube, lower leg), wrap a clean, lint-free shop towel around a non-metallic dowel to clean the inside.

Clean the sealing surface on the part and inspect it for scratches.

⚠WARNING - CRASH HAZARD

DO NOT use vinegar of any type to clean any part of a RockShox suspension product. Vinegar can cause permanent damage to parts which can, over time, result in product structural failure, serious injury, and possibly death.

Replace the o-ring or seal with a new one from the service kit. Use your fingers or a pick to pierce and remove the old seal or o-ring.

Apply grease to the new seal or o-ring.

NOTICE

Do not scratch any sealing surfaces when servicing the product. Scratches can cause leaks. Consult the RockShox Spare Parts Catalog to replace the damaged part.

Use aluminum soft jaws when placing a part in a bench vise.

Tighten the part with a torque wrench to the torque value listed in the red bar. When using a crowfoot socket and torque wrench, install the crowfoot socket at 90 degrees to the torque wrench.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

Specified torque value in N·m (in-lb)

Model Code Identification

Product model code and specification details can be identified with the serial number on the product. Model codes can be used to identify the product type, series name, model name, and product version associated with the production model year. Product details can be used to identify spare parts, service kit, and lubricant compatibility.

Model Code example: **RS-VIVD-ULT-C1**

RS = Product Type - **Rear Shock**
VIVD = Platform/Series - **Vivid**
ULT = Model - **Ultimate**
C1 = Version - (**C** - third generation, **1** - first iteration)

To identify the model code, locate the serial number on the product and enter it into the **Search by Model Name or Serial Number** field at www.sram.com/service.

Warranty and Trademark

For SRAM Warranty information, visit: www.sram.com/warranty.

For SRAM Trademark information, visit: www.sram.com/website-terms-of-use.

Recommended Service Intervals

Regular service is required to keep your RockShox product working at peak performance. Follow this maintenance schedule and install the service parts included in each service kit that corresponds with the Service Hours Interval recommendation below. For spare part kit contents and details, refer to the *RockShox Spare Parts Catalog* at www.sram.com/service.

Service Hours Interval	Maintenance	Benefit
Every ride	Clean dirt from shock damper body and wiper seal	Extends wiper seal lifespan
		Minimizes damage to shock damper body
		Minimizes air can contamination
Every 100 Hours	Perform air can service	Reduces friction
		Restores small bump sensitivity
Every 200 Hours	Perform damper and spring service	Extends suspension lifespan
		Restores suspension performance

Record Your Settings

Use the table below to record your shock settings to return your shock to its pre-service settings. Record your service date to track service intervals.

Service Hours Interval	Date of Service	Air Pressure	Rebound setting - Count the number of clicks while turning the rebound adjuster fully counterclockwise.	Compression setting - Count the number of clicks while turning the compression adjuster fully counterclockwise.		
				High Speed (HSC)	Low Speed (LSC)	Hydraulic Bottom Out (HBO)
100						
200						
300						
400						

Torque Values

Part	Tool	Torque
Rear Shock Bearing Adapter	RockShox Bearing Adapter Socket (26 mm)	10 N•m (90 in-lb)
Bleed screw - internal floating piston (IFP)	T10 TORX	Tighten until IFP spins
Bolt (x2) - bearing housing to damper body	3 mm bit socket	6.2 N•m (55 in-lb)
Piston nut to bottom post	8 mm socket	2.26 N•m (20 in-lb)
Bottom post to shaft	12 mm socket	8.5 N•m (75 in-lb)
Inner air can to damper shaft	Vivid Crowfoot Wrench 46 mm	10 N•m (90 in-lb)
Negative air sealhead to inner air can		
Positive air sealhead to damper body	Vivid Crowfoot Wrench 36 mm	17 N•m (150 in-lb)
Cap screw (x2) - Rear Shock Module (Flight Attendant) to reservoir neck	3 mm bit socket	0.56 N•m (5 in-lb)
Reservoir neck to eyelet	4 mm bit socket	2.8 N•m (25 in-lb)
Sealhead to damper body	Vivid Counter Measure Spanner	34 N•m (300 in-lb)
Set screw - Threshold Lever (Select RT)	1.5 mm bit socket	0.73 N•m (6.5 in-lb)
Set screw - Threshold Lever (Select+ RCT, Ultimate RC2T)	2 mm bit socket	1.13 N•m (10 in-lb)

Parts, Tools, and Supplies - Comprehensive

Parts

- *100 and 200 Hour/1 Year Service Kit (includes air can, sealhead, IFP, piston seals, grease/oil) - Vivid (2024+) Generation-C, V2
- Upgrade Kit (optional) - Vivid C1 Ultimate RC2T Reservoir
  Note: If the reservoir is replaced, shock disassembly is required. It is recommended to also complete 200 hour service and replace all service parts.
- Rear Shock Eyelet Bushing Kit
  (includes 2 standard eyelet bushings)
- Rear Shock Eyelet Bearing Kit
  (includes 2 bearings, 2 dust bearing covers, 1 bearing spacer)
- Rear Shock Damper Body Bearing Eyelet Assembly Kit
  (includes bearing housing, 2 bearings, 2 bearing dust covers, 1 bearing spacer)
- Rear Shock Bearing Adapter Upgrade Kit - 8x30 26mm OD (converts standard DU Bushings to Bearing on 8x30 frames)
- Rear Shock Bearing Adapter Upgrade Kit - 8x30 26mm OD (converts standard DU Bushings to Bearing on 8x30 frames) V2

Safety and Protection Supplies

- Apron
- Clean, lint-free shop towels
- Nitrile gloves
- Oil pan
- Safety glasses

Lubricants and Fluids

- Maxima PLUSH Dynamic Suspension Lube Light
- Maxima PLUSH 7wt Suspension Oil
- RockShox Dynamic Seal Grease
- RockShox Suspension Cleaner or isopropyl alcohol

RockShox Tools

- RockShox Rear Shock Bearing Adapter Socket Tool 26mm- (used for installing and removing bearing adapter kit, 8x30)
- RockShox Rear Shock DU Bushing Sizing Tool 1/2"x1/2" (for sizing bushings and installing hardware) - RockShox
- RockShox 1/2" x 1/2" Rear Shock Bushing Tool
- RockShox Air Valve Adapter Tool (red) - Rear Shock
- RockShox IFP Height Tool V2 - Super Deluxe A1+ / Super Deluxe Coil A1+ / Vivid C1
- RockShox Rear Shock IFP Puller
- RockShox Rear Shock Spring Compressor Tool, Counter Measure
- RockShox Schrader Valve Core Tool
- RockShox Shock Pump (350 psi max)

Common Tools

- Adjustable or open end or pliers wrench: 8, 36, 46 mm
- Bearing press tool: 22 mm (OD) x 10 mm (ID) (bearing eyelet only)
- Bearing punch / Gauge pin:
  - 3 mm (OD) - eyelet bearing removal
  - 3/32" / 2.4 mm (OD) - sealhead nylon compression ball removal
- Bench vise with soft jaws
- Digital Measurement Caliper
- Flat blade screwdriver
- Hammer / Mallet
- Hex bit sockets: 3 mm
- Hex wrenches: 1.5, 2, 3 mm
- Pick (metallic and non-metallic)
- Pick (Flat - non-metallic)
- Ruler or caliper (metric)
- Socket: 8, 12 mm
- Socket wrench
- Rubber strap wrench
- Torque wrench
- TORX bit socket: T10
- TORX wrench: T10

Use ONLY RockShox, SRAM, and Maxima suspension oils/fluids and grease, unless otherwise specified. Use of any other lubricants can damage seals and decrease performance.

Vivid Generation C - V2 Updates:

1. *Use ONLY the Vivid Generation C V2 100 and 200 Hour / 1 Year service kit.

2. If the following part assemblies are replaced, use ONLY Vivid Generation C V2 part kits.

- Positive Air Sealhead (silver) V2
- Negative Air Sealhead (grey) V2
- Damper Body Sealhead V2

3. Refer to the *RockShox Spare Parts Catalog* for currently available service and spare part kits. Contact SRAM Rider Support for more information as needed.

NOTICE

Use only Vivid (Gen C) spare parts and service kits with Vivid (Gen C).

Vivid (Gen A-B) spare parts and service kits are NOT compatible with Vivid (Gen C).

⚠WARNING

Before disassembly or service of any air system remove the air pressure from all air chambers and remove the air valve cores, unless otherwise instructed.

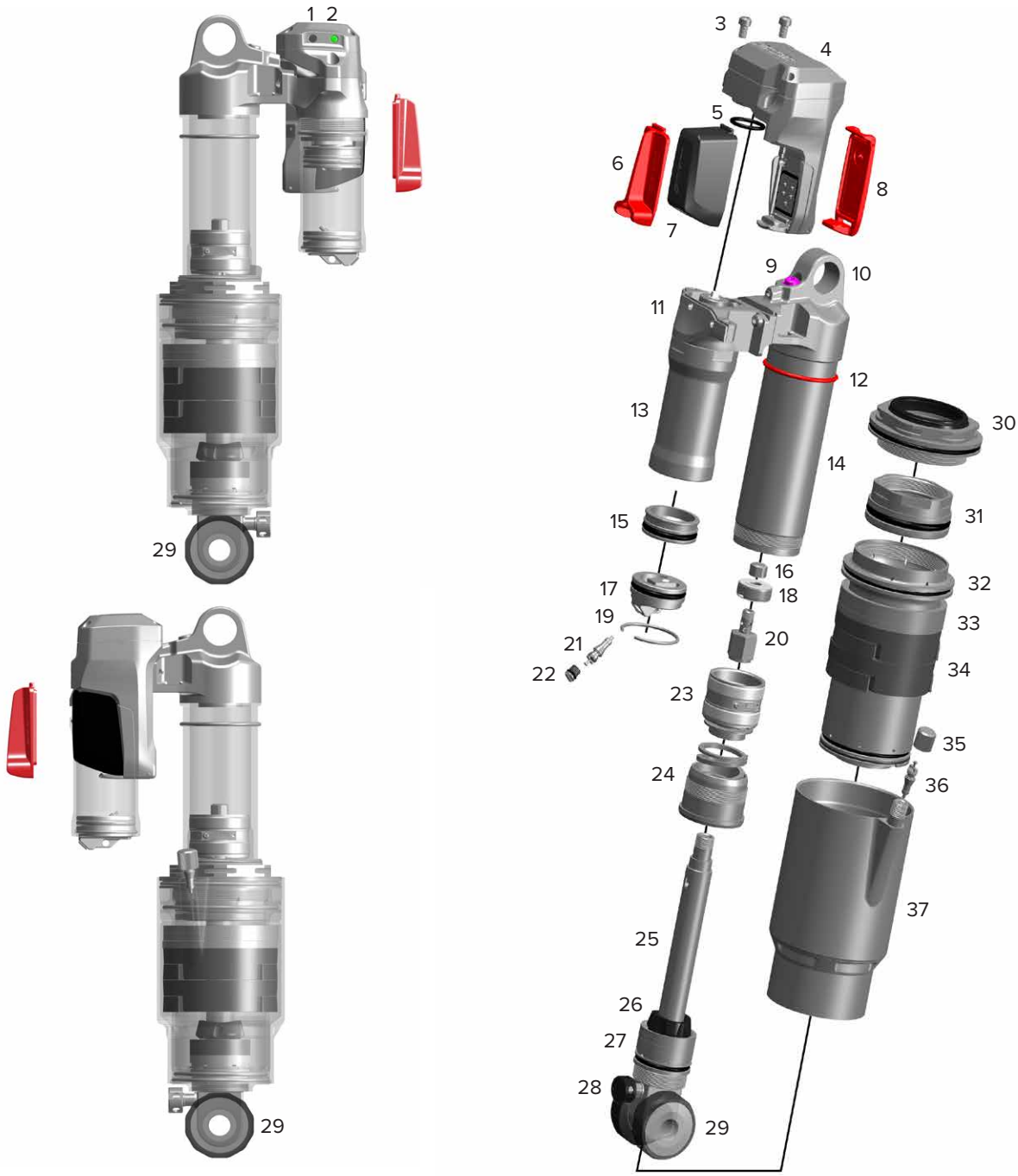
If your shock will not return to full extension, do not attempt to service or disassemble your shock. Attempting to service a shock that will not return to full extension can cause severe and/or fatal injuries.

SAFETY INSTRUCTIONS

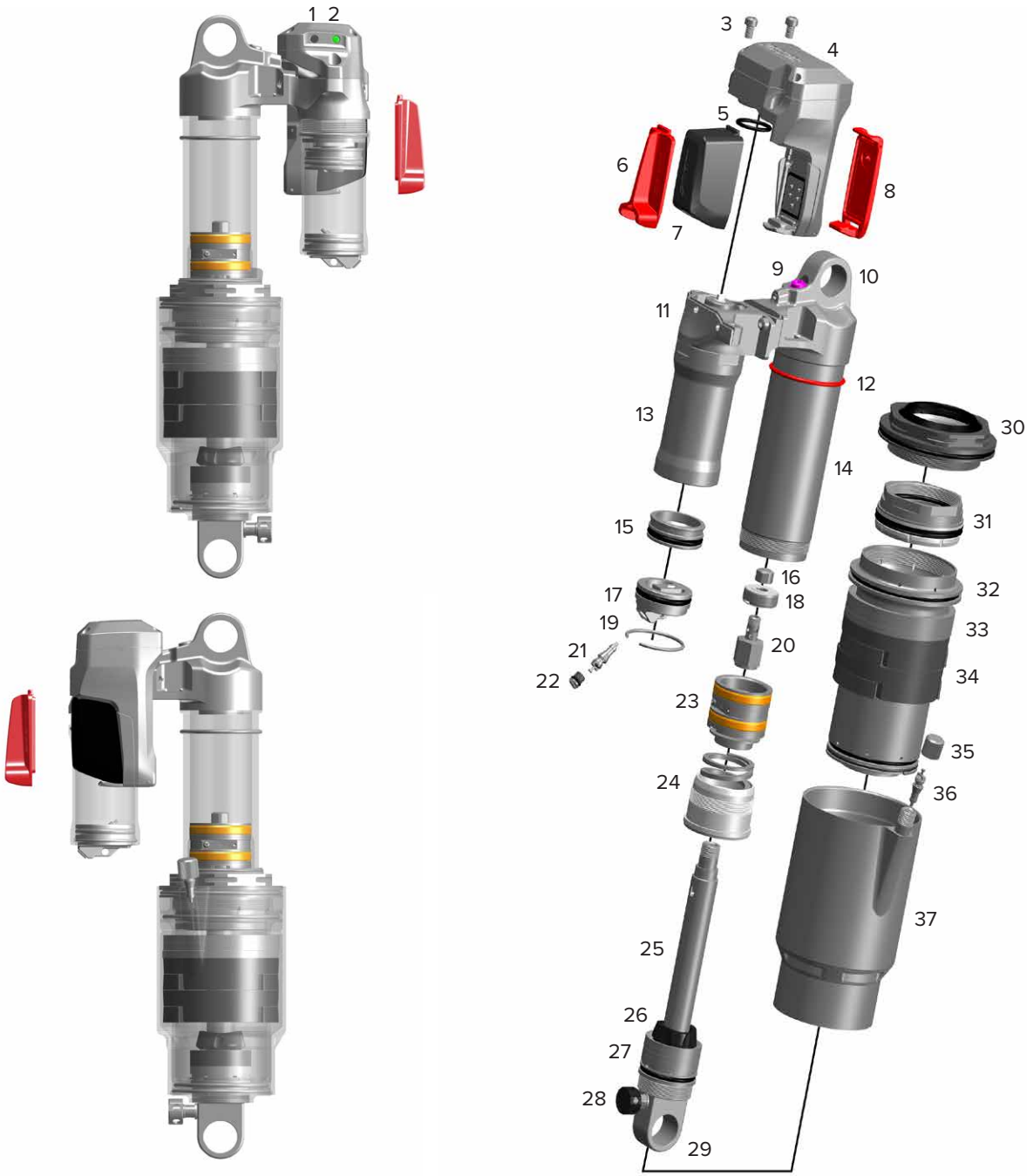
Always wear safety glasses and nitrile gloves when working with suspension grease and oil.

Place an oil pan on the floor underneath the area where you will be working on the shock.

2024+ (C1) Vivid Ultimate Flight Attendant (RS-VIVD-UFA-C1)



1. AXS Button
2. LED
3. Cap screw
4. Rear Shock Module
5. O-ring - Rear Shock Module
6. Battery block
7. SRAM battery
8. Battery cover
9. Hydraulic Bottom Out adjuster (HBO)
10. Eyelet / shock mount - body
11. Reservoir neck
12. Sag o-ring
13. Reservoir can
14. Damper body
15. Internal Floating Piston (IFP)
16. Piston Nut
17. Cap - reservoir
18. Check piston
19. Retaining ring - IFP cap
20. Bottom post
21. Schrader valve - reservoir
22. Air cap - IFP Schrader valve
23. Damper piston assembly
24. Sealhead - damper body
25. Damper shaft
26. Bottomout bumper
27. Travel Reducer (0 - 3)
28. Adjuster - Rebound
29. Standard Eyelet Bearing Adapter (26 mm) - compatible with all Vivid (Gen C) models
30. Air can sealhead - negative
31. Air can sealhead - positive
32. Air can - inner
33. Travel Volume Reducer (0 - 3)
34. Bottomless Token (0 - 4)
35. Cap - air can air valve
36. Schrader valve - air can
37. Air can - outer



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22. Air cap - IFP Schrader valve
23. Damper piston assembly V2
24. Sealhead - damper body V2
25. Damper shaft
26. Bottomout bumper
27. Travel Reducer (0 - 3)
28. Adjuster - Rebound
29. Eyelet / mount - standard
30. Air can sealhead - negative V2
31. Air can sealhead - positive V2
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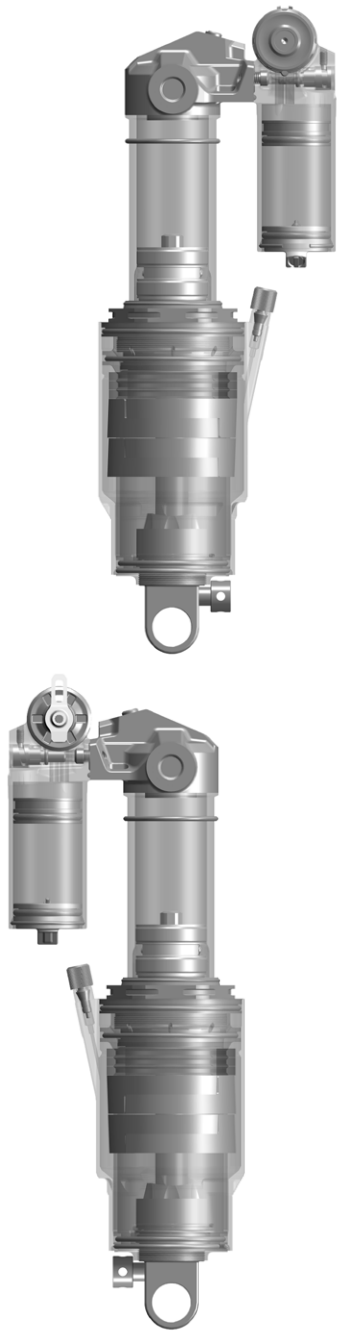

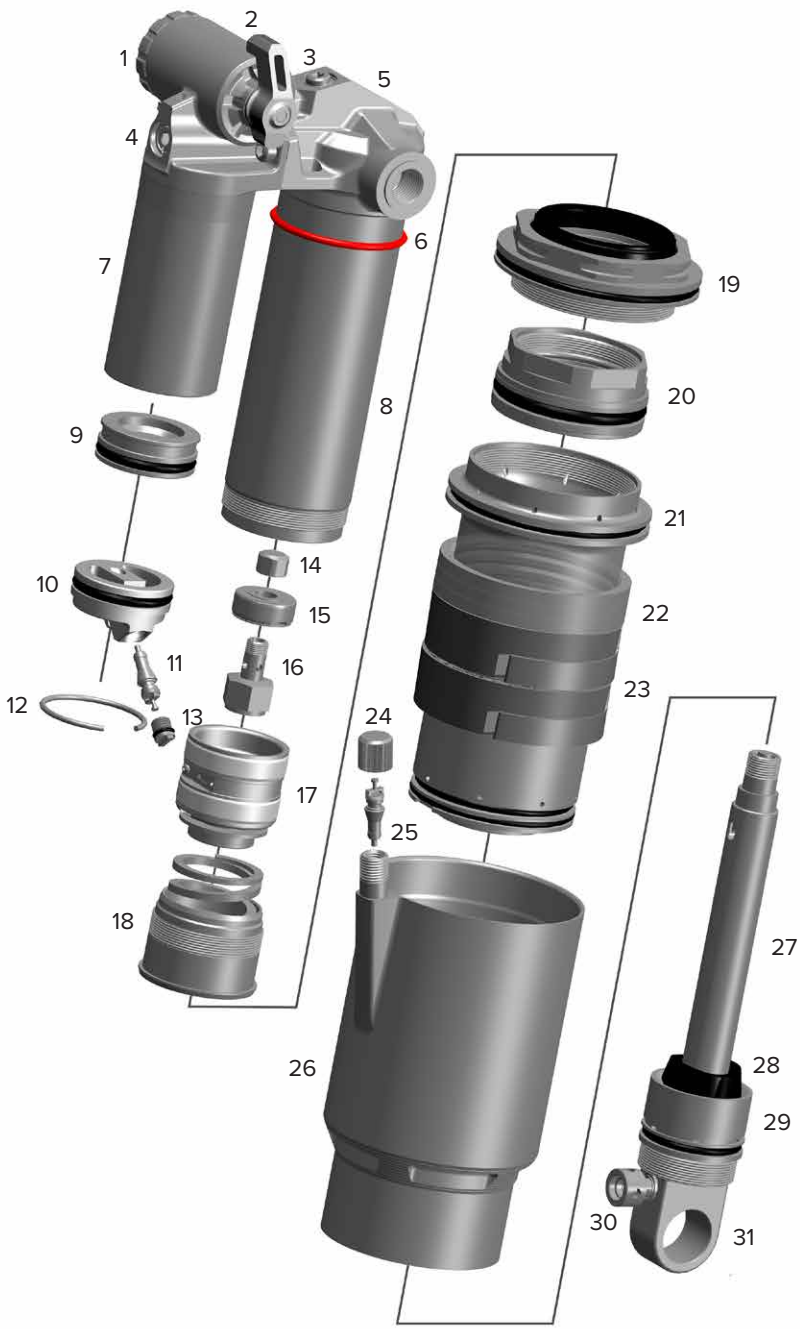

1. Adjuster - Low Speed Compression (LSC)
2. Lever - Threshold (Pedal)
3. Adjuster - Hydraulic Bottom Out (HBO)
4. Adjuster - High Speed Compression (HSC)
5. Trunnion eyelet / shock mount
6. Sag o-ring
7. Reservoir can
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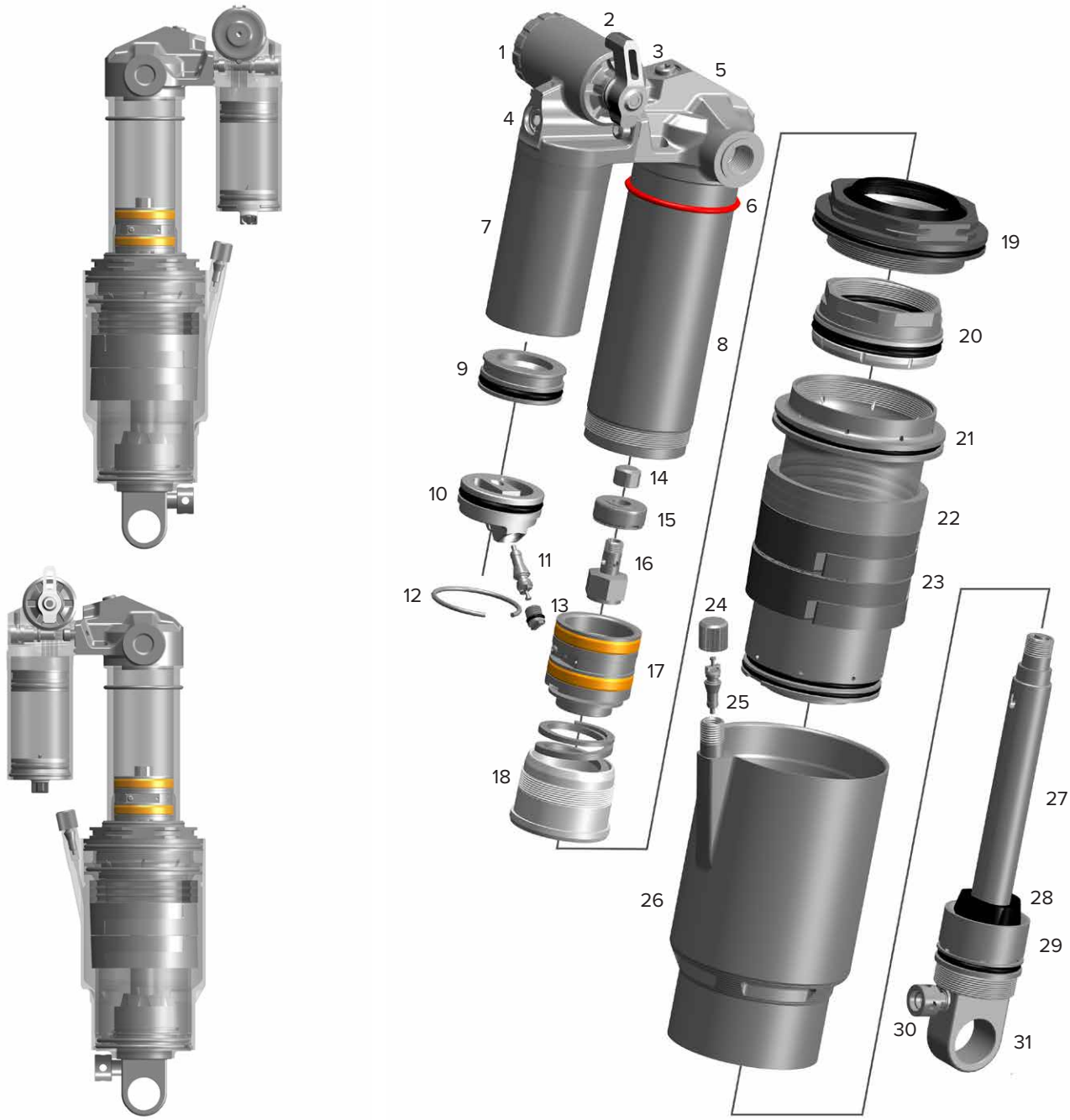

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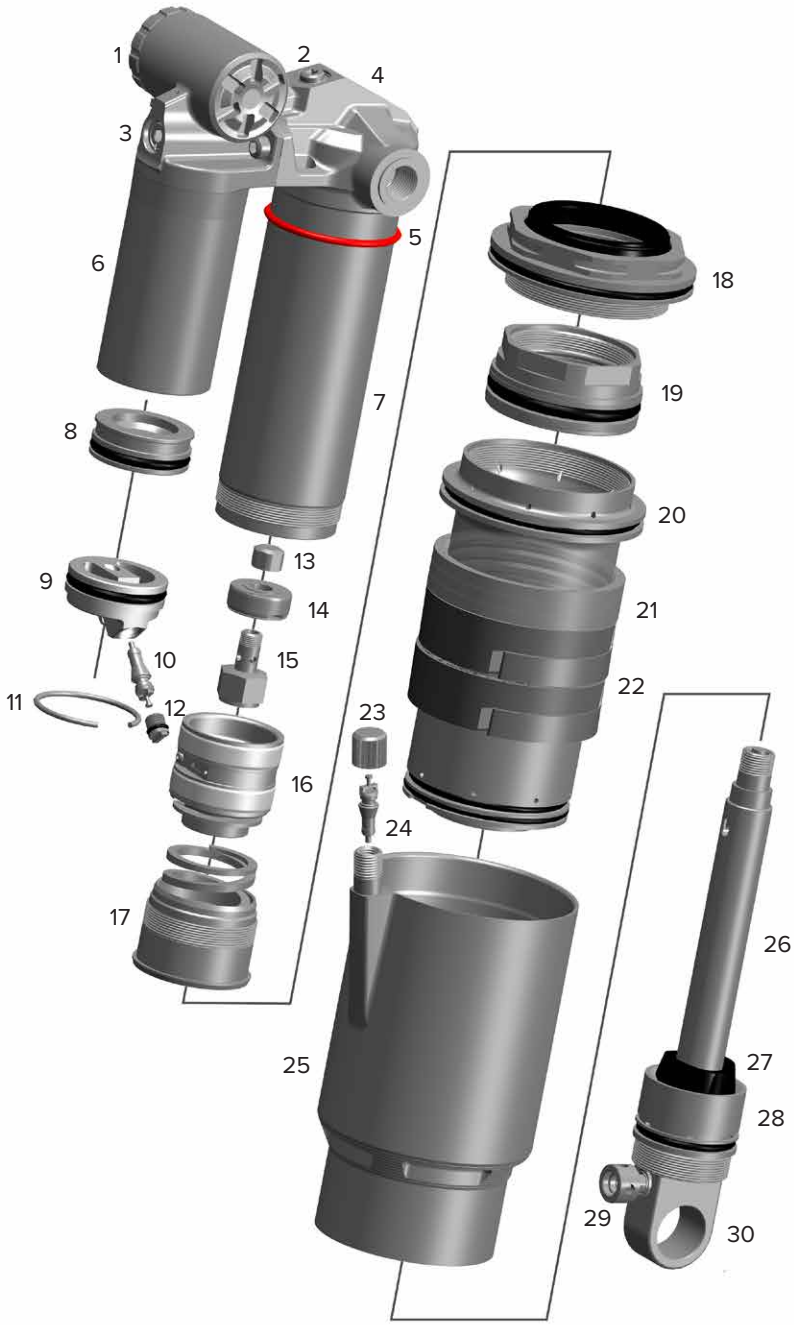

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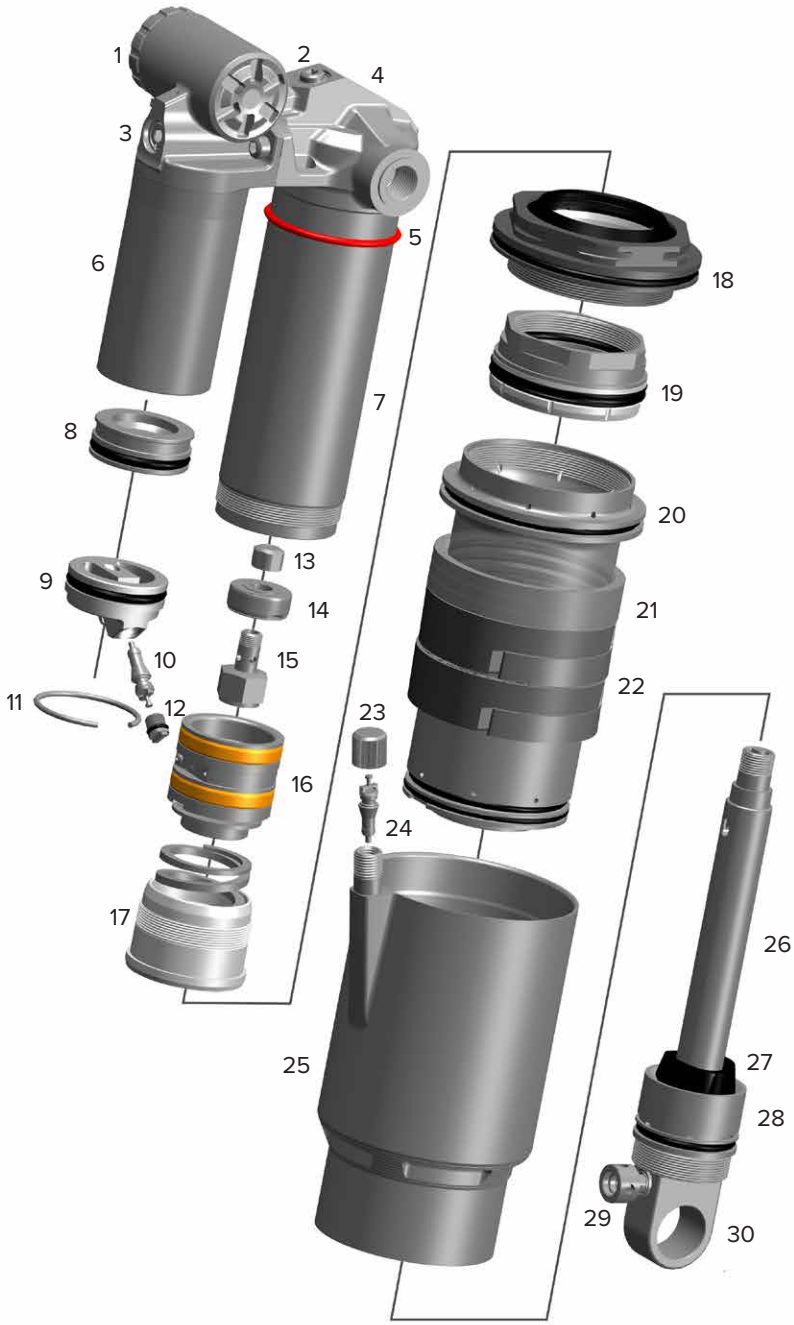

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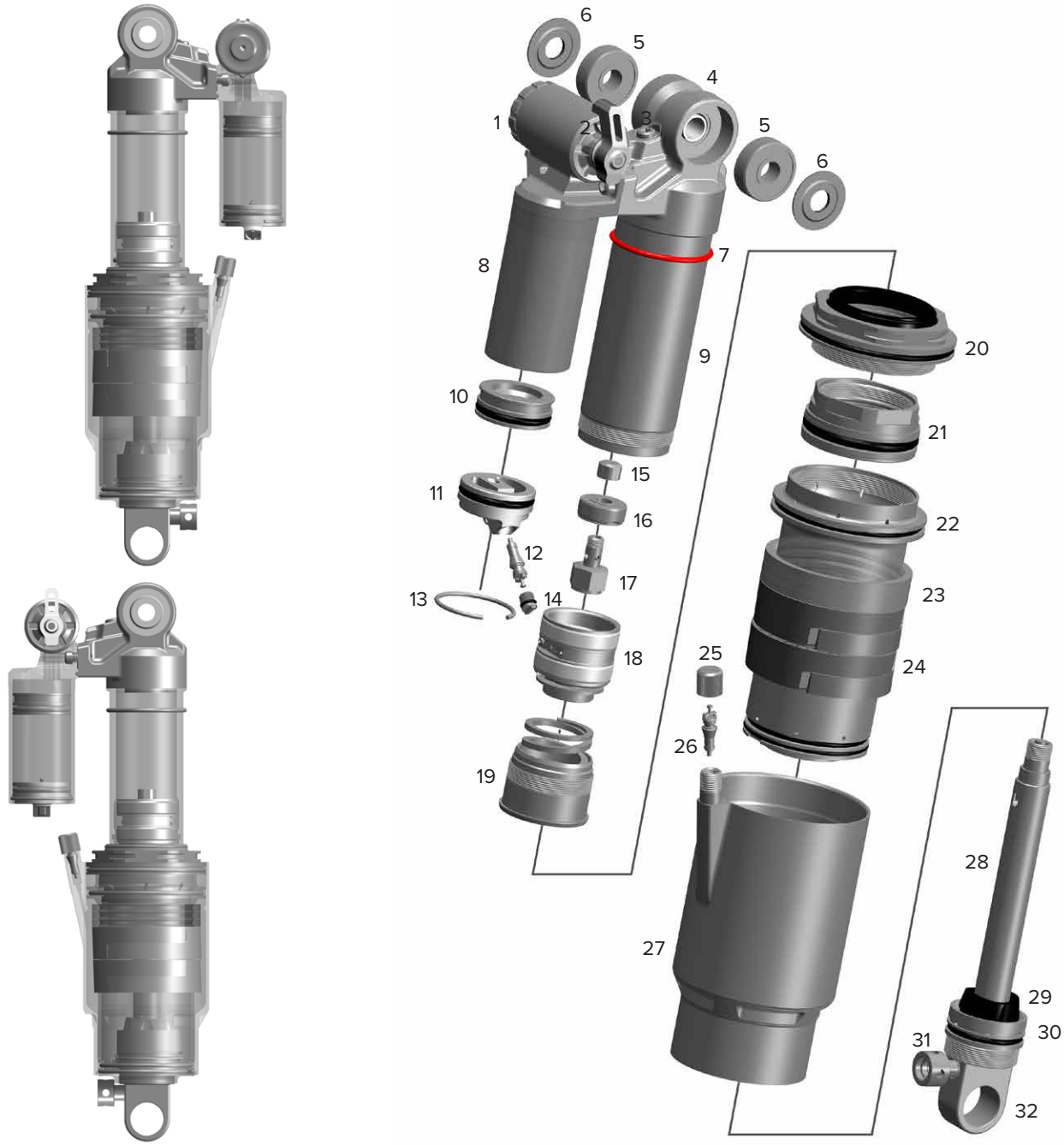

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2. Lever - Threshold (Pedal)
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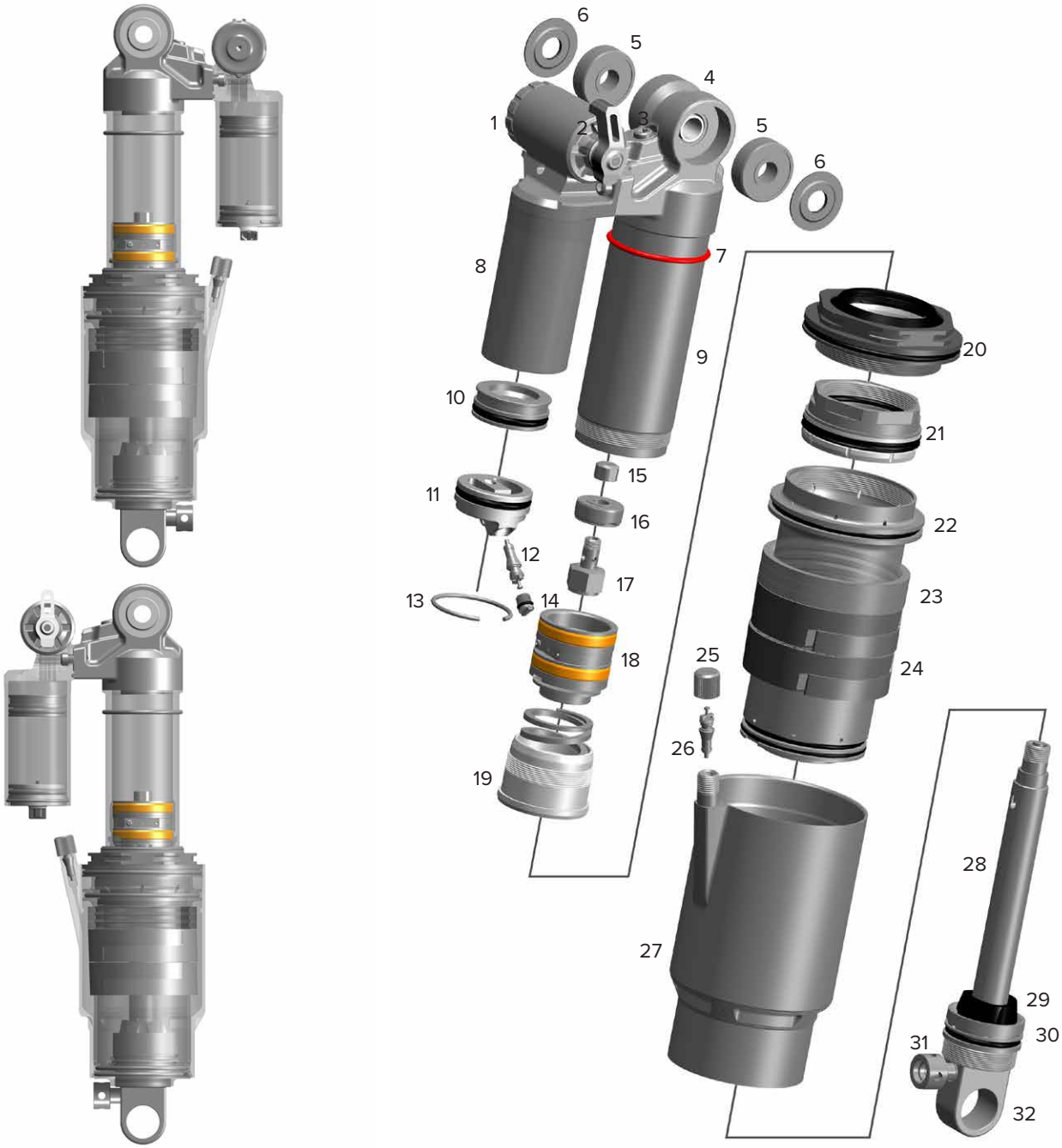

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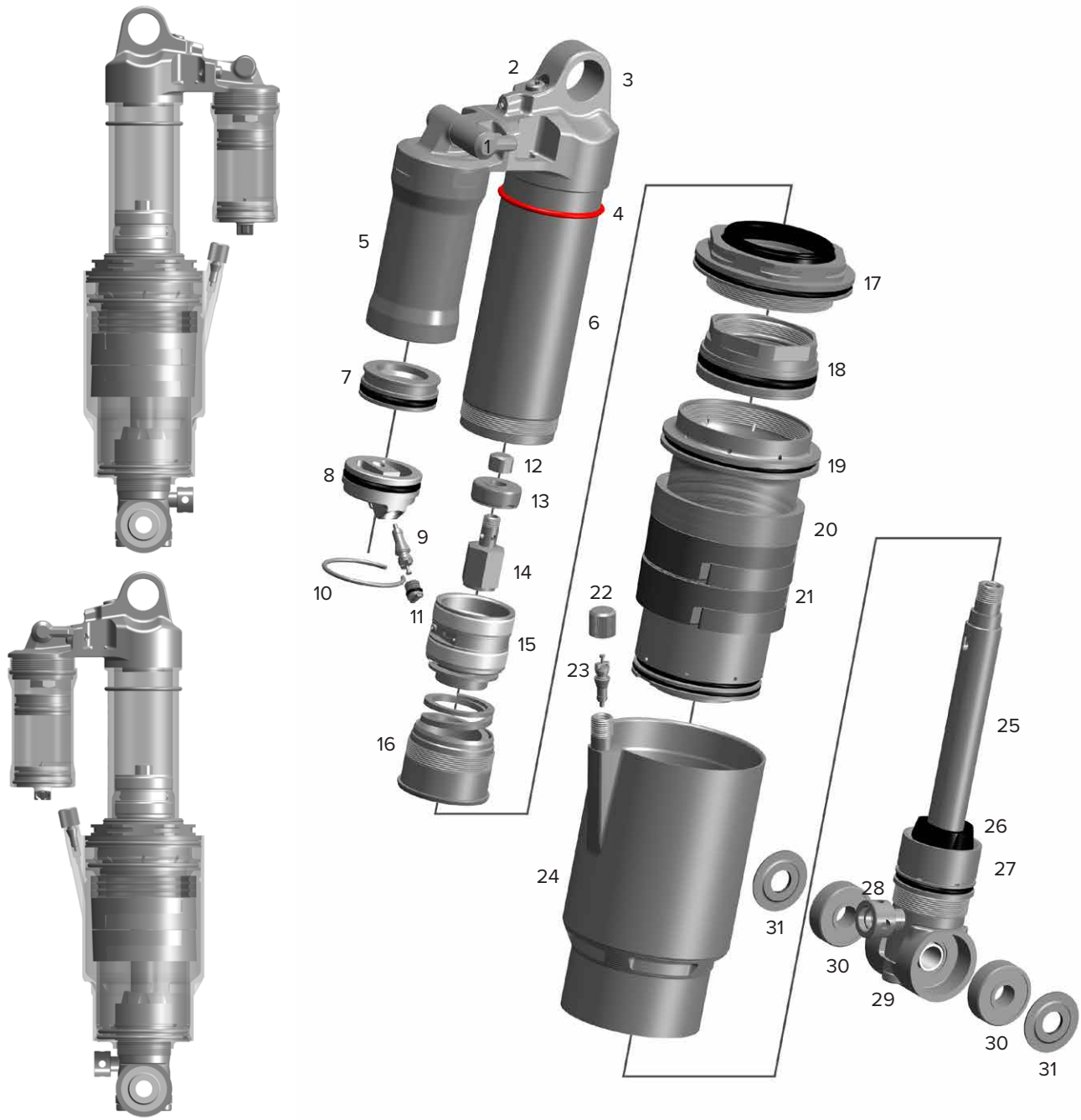

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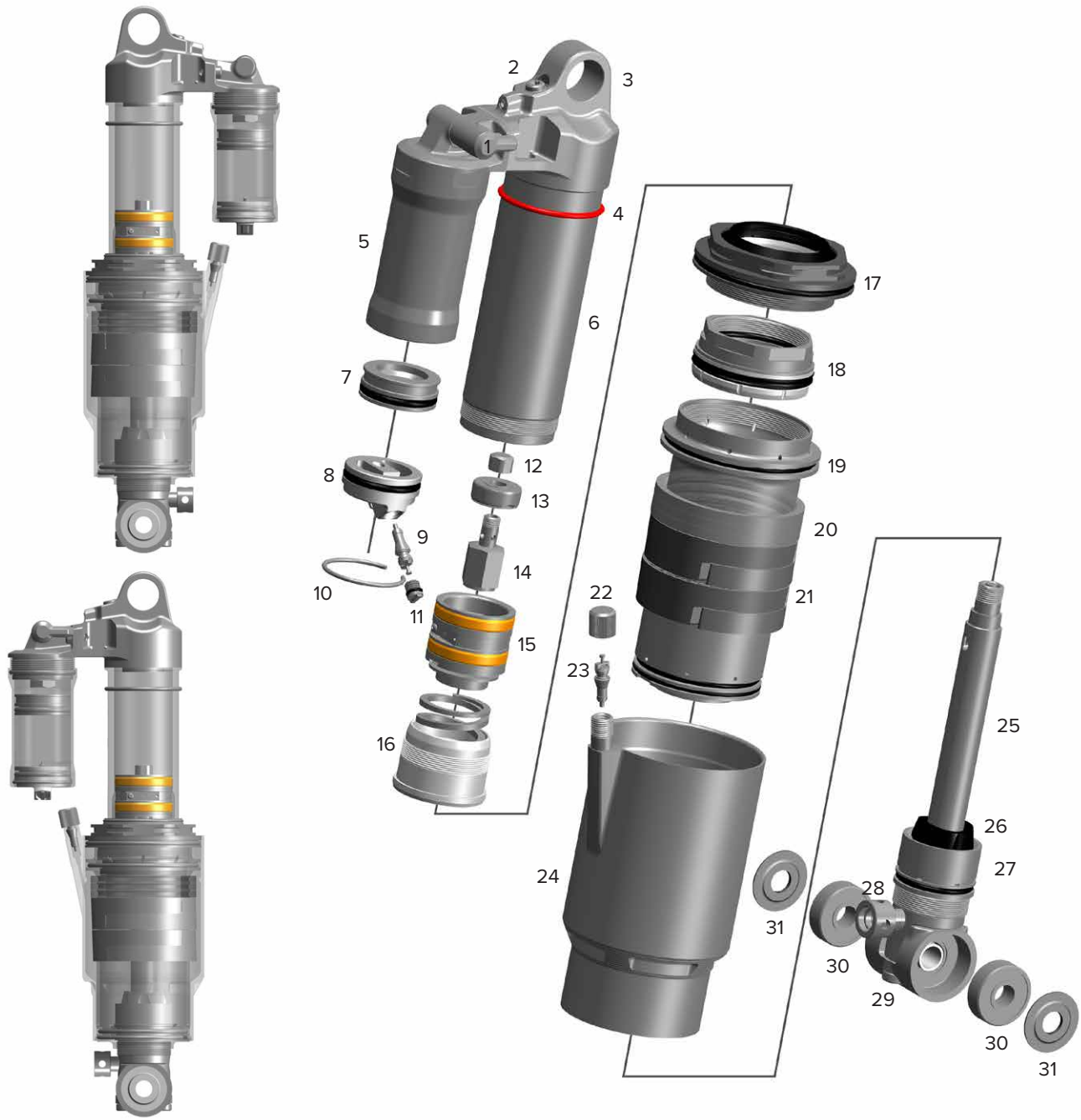

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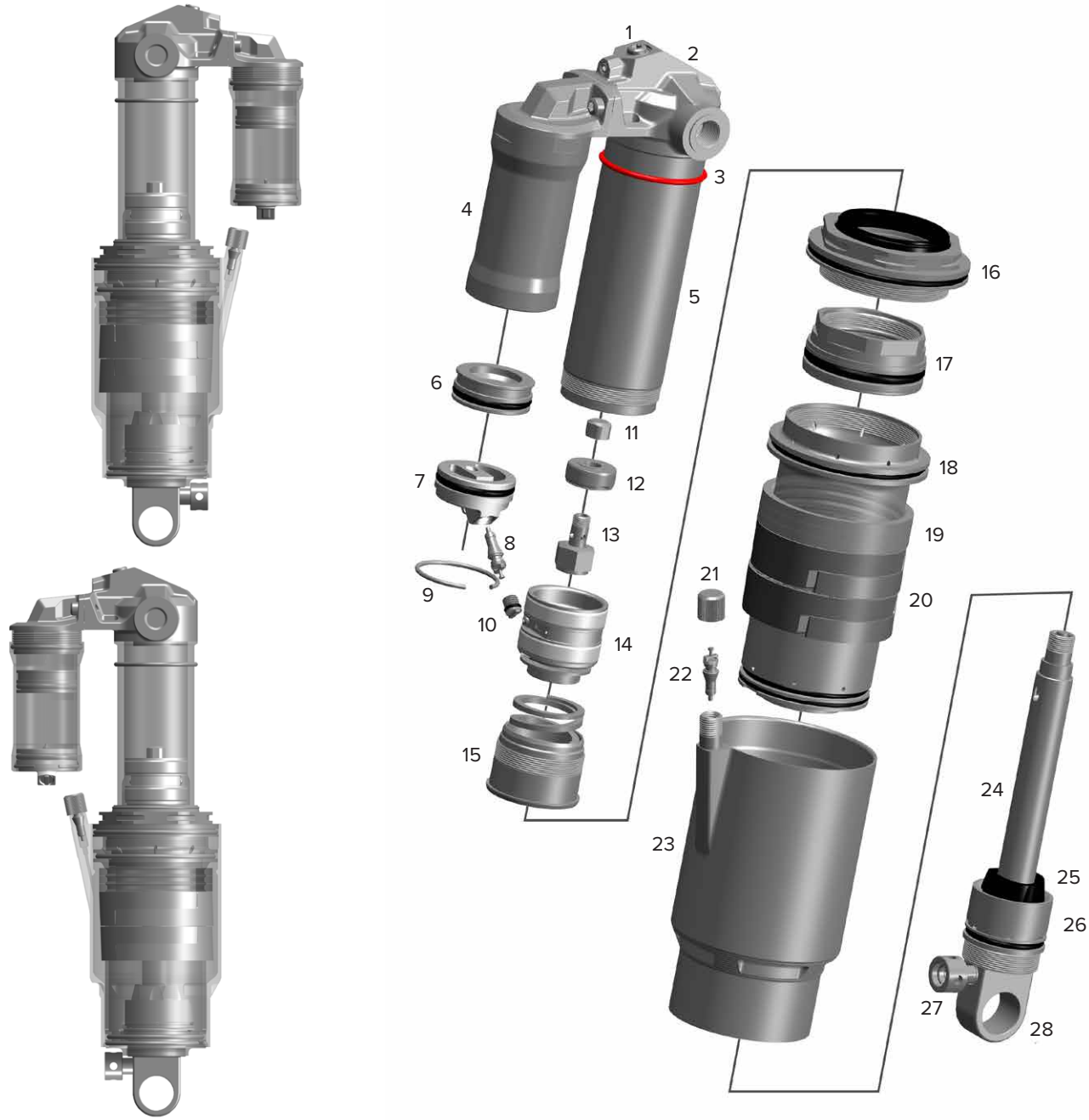
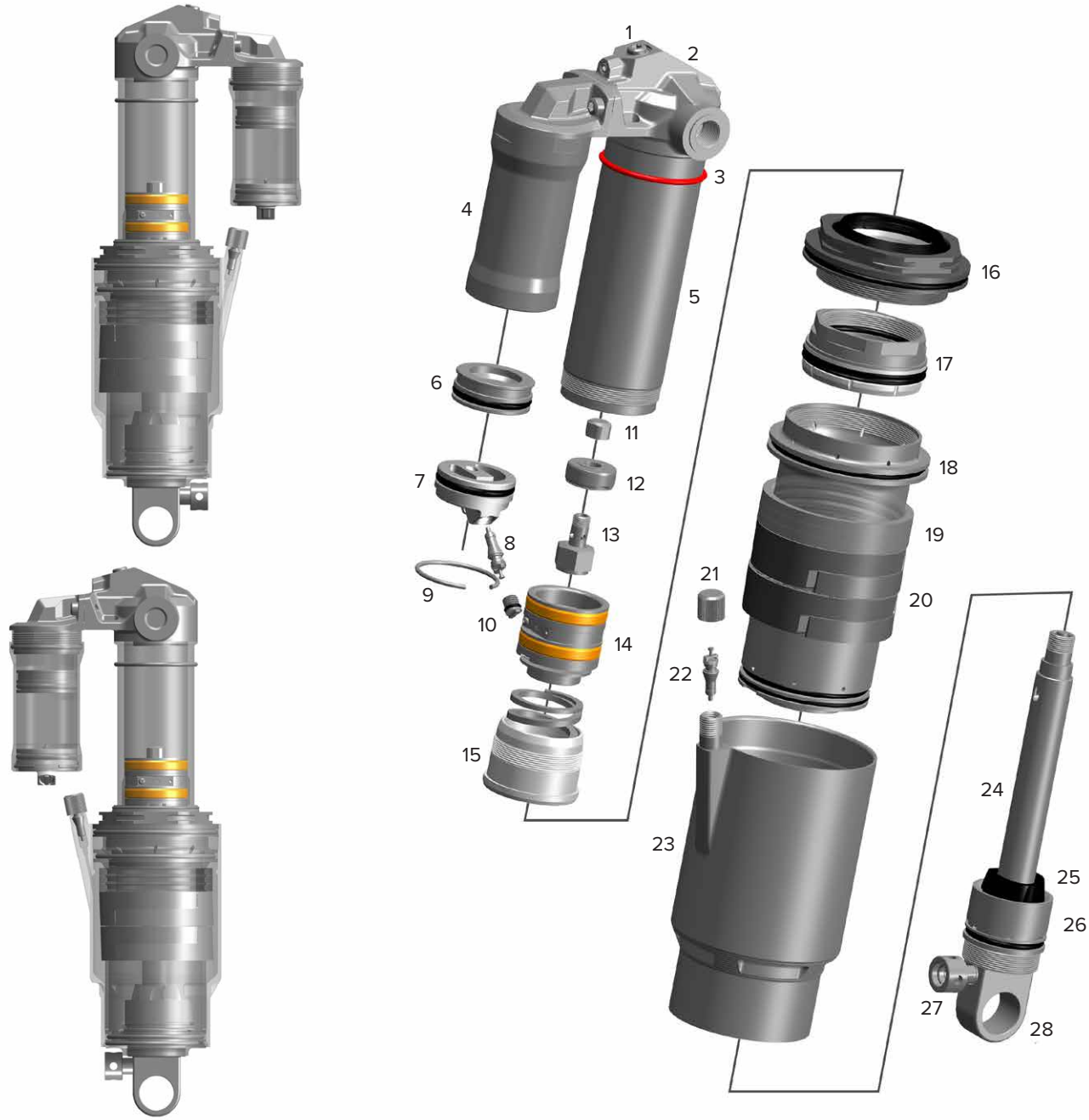
21. Bottomless Tokens (0 - 4)
22. Cap - air can air valve
23. Schrader valve - air can
24. Air can - outer
25. Damper shaft
26. Bottomout bumper
27. Travel reducer (0 - 3)
28. Adjuster - Rebound
29. Bearing eyelet / shock mount
30. Eyelet bearing
31. Eyelet bearing cap



1. Adjuster - Hydraulic Bottom Out (HBO)
2. Trunnion eyelet / shock mount
3. Sag o-ring
4. Reservoir can
5. Damper body
6. Internal Floating Piston (IFP)
7. Cap - reservoir
8. Schrader valve - reservoir
9. Retaining ring - IFP cap
10. Air cap - IFP Schrader valve
11. Piston Nut
12. Check piston
13. Bottom post
14. Damper piston assembly
15. Sealhead - damper body
16. Air can sealhead - negative
17. Air can sealhead - positive
18. Air can - inner
19. Travel Volume Reducer (0 - 3)
20. Bottomless Token (0 - 4)
21. Cap - air can air valve
22. Schrader valve - air can
23. Air can - outer
24. Damper shaft
25. Bottomout bumper
26. Travel Reducer (0 - 3)
27. Adjuster - rebound
28. Eyelet / mount - standard



1. Adjuster - Hydraulic Bottom Out (HBO)
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11. Piston Nut
12. Check piston
13. Bottom post
14. Damper piston assembly V2
15. Sealhead - damper body V2
16. Air can sealhead - negative V2
17. Air can sealhead - positive V2
18. Air can - inner
19. Travel Volume Reducer (0 - 3)
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21. Cap - air can air valve
22. Schrader valve - air can
23. Air can - outer
24. Damper shaft
25. Bottomout bumper
26. Travel Reducer (0 - 3)
27. Adjuster - rebound
28. Eyelet / mount - standard

Shock Eyelet Service - Standard Eyelet

Prior to servicing the rear shock, remove it from the bicycle frame according to the bicycle manufacturer's instructions. Once the shock is removed from the bicycle, remove the mounting hardware before performing any service.

Bearing Adapter (optional): Follow the Mounting Hardware Removal and Eyelet Bushing Removal procedures if a RockShox Bearing Adapter (26 mm) will be installed into a damper shaft standard eyelet and/or damper body standard eyelet. If installed, remove the standard eyelet mounting hardware and standard eyelet bushing only. Procedures are the same for damper shaft and damper body standard eyelets.

Mounting Hardware Removal (Service and Optional Bearing Adapter Installation)

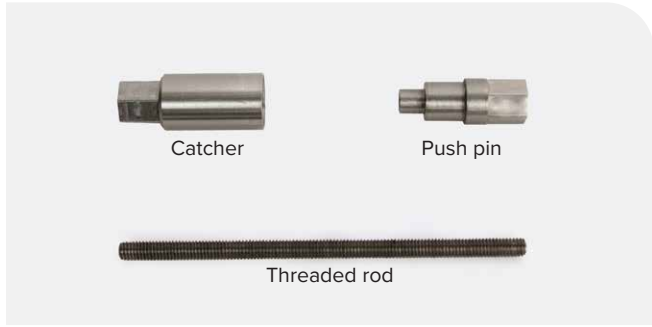
Deluxe is pictured. Procedures are the same for Vivid (Gen C).

NOTICE

To prevent damage to the shock, clamp the shock with vise soft jaws in a vise. Do NOT clamp any part of the shock against steel vise jaws. Before clamping the shock in place in the vise with vise soft jaws, confirm no part of the shock interferes with, or could be damaged by, the vise or the vise soft jaws.

Some mounting hardware is easily removed using only your fingers. Try to remove the end spacers with your fingernail or small screwdriver, then push the bushing pin out of the bushing. If this works, continue to the next section.

If you are unable to remove the mounting hardware using your fingers, use the RockShox rear shock bushing removal/installation tool.



RockShox 1/2" x 1/2" Rear Shock Bushing Tool

1 Thread the small end of the push pin (A) onto the threaded rod (B) until the rod protrudes from the hex-shaped end of the push pin.

RockShox 1/2" x 1/2" Rear Shock Bushing Tool

2 Insert the threaded rod (A) through the eyelet until the push pin (B) rests against the bushing pin.

Thread the large, open end of the catcher (C) along the rod until it rests on the end spacer.

3 Clamp the catcher in a vise or hold it secure with a 13 mm open end or adjustable wrench.

NOTICE

Do not damage the shock with the wrenches.

Use a second 13 mm wrench to thread the push pin into the bushing pin and eyelet until it stops against the end spacer, or when spacer is free from the pin.

Unthread the catcher and push pin from the threaded rod to remove the end spacer and the bushing pivot pin.

4 If the bushing pin does not remove easily, reinsert the threaded rod and push pin through the eyelet shaft.

Thread the large, open end of the catcher along the rod until it rests against the shaft end spacer.

Use a 13 mm wrench to thread the push pin along the rod until it pushes the pin completely out of the eyelet and stops against the eyelet.

NOTICE

Do not damage the shock with the wrenches.

5 Unthread the catcher from the threaded rod.

Remove the end spacer and bushing pin from the tool. Remove the spacer from the bushing pin.

Damper Body with Standard Eyelet: Repeat steps 2-4 for the damper eyelet.

Eyelet Service: Clean the mounting hardware and set aside. Install the mounting hardware after shock service is complete.

Eyelet Bushing Removal

To remove the eyelet bushing, use the RockShox 1/2" x 1/2" Rear Shock Bushing Tool.

Bearing Adapter (optional): Remove the eyelet bushing from the eyelet that a RockShox Bearing Adapter will be installed into.

Deluxe is pictured. Procedures are the same for Vivid (Gen C).

1 Insert the threaded rod (A) through the eyelet until the base of the push pin (B) rests against the bushing.

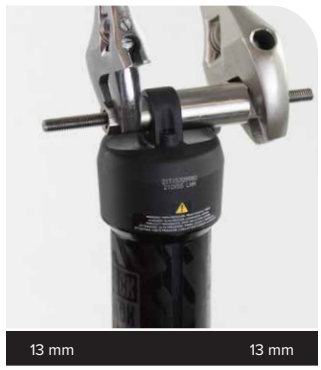
Thread the large, open end of the catcher (C) onto the rod until it rests on the eyelet.

2 Clamp the catcher in a vise or hold it secure with a 13 mm open end or adjustable wrench.

Use a second 13 mm wrench to thread the push pin along the rod until the push pin pushes the eyelet bushing out of the eyelet.

NOTICE

Do not damage the shock with the wrenches.



3 Unthread the catcher from the threaded rod. Remove the tool from the eyelet and discard the bushing.

4 Clean the eyelet.

Repeat steps 1-3 for the other eyelet (in applicable).

Optional Upgrade (Bearing Mount Frame Only): Standard Eyelet to Bearing Adapter - Proceed to Standard Eyelet to Bearing Adapter Installation.

Eyelet Bushing Installation

Bearing Adapter Installation: Do not install a new bushing into the standard eyelet (shaft eyelet and/or damper body eyelet) if a Bearing Adapter will be installed.

1 Apply a light layer of grease to the outside of the new bushing.

RockShox Dynamic Seal Grease

2 Position the shaft eyelet and eyelet bushing between the soft jaws of a vise. Slowly turn the vise handle to begin pressing the eyelet bushing into the shaft eyelet.

Check the alignment of the bushing as it enters the eyelet. If the bushing starts to enter the eyelet at an angle, remove the bushing from the eyelet, regrease the bushing, and repeat this step until the bushing enters the eyelet straight.

Continue to press the eyelet bushing until it is seated in the shaft eyelet.

Eyelet Bushing Sizing

A new standard eyelet bushing can be sized before the mount hardware pin is installed to ensure optimal fit and function.

Deluxe is pictured. Procedures are the same for Vivid (Gen C).

NOTICE

To prevent damage to the shock, clamp the shock with vise soft jaws in a vise. Do NOT clamp any part of the shock against steel vise jaws. Before clamping the shock in place in the vise with vise soft jaws, confirm no part of the shock interferes with, or could be damaged by, the vise or the vise soft jaws.

1 Insert the Bushing Sizer Pin into the eyelet bushing.

Bushing Sizer Pin

Bushing Sizer Pin

2 On the opposite side of the eyelet, position and hold the Bushing Sizer Pin Catcher against the eyelet.

Bushing Sizer Pin and Pin Catcher

Bushing Sizer Pin and Pin Catcher

3 Clamp the Bushing Sizer Pin and Pin Catcher in the vise.

Bushing Sizer Pin and Pin Catcher

Bushing Sizer Pin and Pin Catcher

4 Hold the shock and Bushing Sizer steady and slowly close the vise to drive the Bushing Sizer Pin through the bushing and into the Pin Catcher.

Bushing Sizer Pin and Pin Catcher

Bushing Sizer Pin and Pin Catcher

Bushing Sizer Pin and Pin Catcher

Bushing Sizer Pin and Pin Catcher

5 When the center of the Bushing Sizer Pin clears the bushing, the shock will no longer be supported by the vise. Hold the shock and Bushing Sizer Pin Catcher throughout the sizing procedure.

Bushing Sizer Pin and Pin Catcher

Bushing Sizer Pin and Pin Catcher

6 To complete the full eyelet bushing sizing procedure, repeat this procedure by pressing the Bushing Sizer Pin through the bushing again in the opposite side/direction.

Optional: If only standard eyelet mounting hardware is being installed, and shock service will NOT be performed, proceed to Mounting Hardware Installation - Standard Eyelet.

Shock Eyelet Service - Bearing Adapter (26 mm)

If installed, the RockShox Rear Shock Bearing Adapter must be removed before service.

NOTICE

A Vivid (Gen C) with a standard eyelet (damper body eyelet and/or shaft eyelet) is compatible with a 26 mm RockShox Rear Shock Bearing Adapter only. To avoid permanent damage to a Vivid (Gen C) rear shock, do NOT install a 23 mm RockShox Rear Shock Bearing Adapter into the damper body and/or damper shaft standard eyelet.

Bearing Adapter Removal

1 Clamp one side of the bearing adapter into a vise with soft jaws.

Bench Vise with Soft Jaws

2 Unthread and remove one bearing adapter.

NOTICE

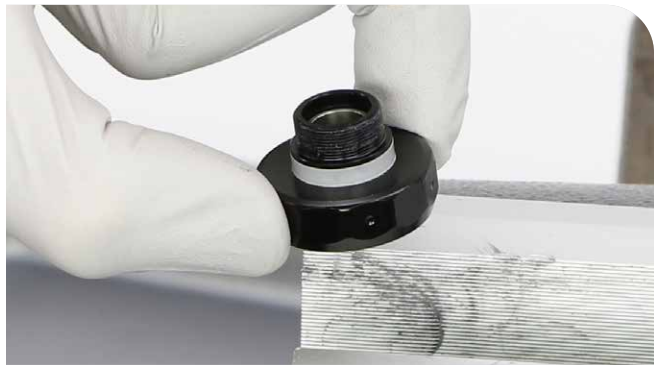
Do NOT use a standard 26 mm socket to install or remove the RockShox Rear Shock Bearing Adapter. A standard socket may contact the shock and may cause permanent damage. Use ONLY the RockShox Bearing Adapter Socket (26 mm).

Do not damage the shock during bearing adapter removal and/or installation.

RockShox Bearing Adapter Socket (26 mm)

RockShox Bearing Adapter Socket (26 mm)

3 Pull the shock upward to remove the remaining bearing adapter.
Remove the remaining bearing adapter from the vise.



4 Remove the bearing covers from the bearing adapters.
Clean the shock eyelet and both bearing adapters.


Pick (non-metallic)

Shock Eyelet Service - Bearing Eyelet Mount

Replace the bearings if they are not spinning freely, or if they are making a creaking noise.

Bearing Removal

Deluxe is pictured. Procedures are the same for Vivid (Gen C).

NOTICE

To prevent damage to the shock, clamp the shock with vise soft jaws in a vise. Do NOT clamp any part of the shock against steel vise jaws. Before clamping the shock in place in the vise with vise soft jaws, confirm no part of the shock interferes with, or could be damaged by, the vise or the vise soft jaws.

1 Remove the dust covers.

2 **Damper Body Eyelet:** Clamp the eyelet securely in aluminum or plastic vise blocks. Position the eyelet securely on a flat surface.

Shaft Eyelet: Position the eyelet securely on a flat surface. To prevent damage to the air valve, remove the bearing on the side opposite of the air valve first.

Position the punch through one bearing and against the back of the opposite bearing. Press the end down against the outside bearing to secure it.

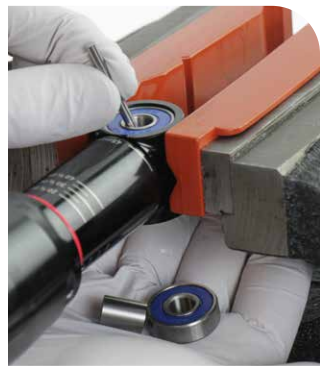
Tap the bearing out with two to three taps, then rotate to a new position around the bearing. Repeat until the bearing is pushed out evenly on all sides.

NOTICE

Do not damage the shock when tapping out the bearing.

The center spacer will also be removed.

Hammer / Mallet Bearing punch / Gauge pin - 3 mm (OD)



3 Turn the shock over and repeat the bearing removal process.

NOTICE

Do not damage the shock when tapping out the bearing.

Hammer / Mallet

Bearing punch / Gauge pin 1/8" / 3 mm (OD)

4 Clean the bearing bores.

RockShox Suspension Cleaner

Bearing Installation

1 Install a new bearing into one bearing bore, then clamp the eyelet and bearing into a vise with soft jaws. Press the bearing into the bearing bore until it is flush with the eyelet.

2 Loosen the vise, and align the bearing press tool centered on the bearing, then slowly tighten the vise. Check and confirm the bearing press tool is centered and is not overlapping the bearing edge.

Press the bearing into the bearing bore until it stops.

Remove the shock and bearing press tool from the vise.

NOTICE

Do not overtighten the bearing. Overtightening can damage the bearing and cause it to malfunction.

To prevent damage to the bearing, make sure that the bearing press tool contacts both the inner and outer races of the bearing.

22 mm (OD) x 10 mm (ID) bearing press tool

3 Insert a new spacer into the eyelet, then install a new bearing into the other bearing bore.

Clamp the eyelet and bearing into a vise with soft jaws, then press the bearing into the bearing bore until it is flush with the eyelet.

4 Loosen the vise, and align the bearing press tool centered on the bearing, then slowly tighten the vise. Check and confirm the bearing press tool is centered and is not overlapping the bearing edge.

Press the bearing into the bearing bore until it stops.

Remove the shock and bearing press tool from the vise.

NOTICE

Do not overtighten the bearing. Overtightening can damage the bearing and cause it to malfunction.

To prevent damage to the bearing, make sure that the bearing press tool contacts both the inner and outer races of the bearing.

22 mm (OD) x 10 mm (ID) bearing press tool

5 Remove the shock from the vise. The bearings should sit approximately 1 mm below the outer edge of the bearing bore.

Leave the dust covers off during shock service.

NOTICE

To avoid permanent damage to the dust covers, do not clamp the eyelet in a vise with the bearing dust covers installed.

Reinstall the dust covers before installing the shock on the bicycle.

Bearing Eyelet Mount - Replacement

1 Remove the bearing dust covers.

2 Remove the bearing eyelet mount bolts and remove the bearing eyelet mount assembly.

3 Install the new bearing eyelet mount assembly and bolts onto the shock.

Tighten the bolts.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

Vivid Service, Air Spring Tuning, and Reservoir Upgrade

Prior to servicing the rear shock, remove it from the bicycle frame according to the bicycle manufacturer's instructions. Remove the mounting hardware and the damper body bearing eyelet assembly, and/or Bearing Adapter, before performing any service.

Reservoir Upgrade (optional): If a reservoir is replaced, shock disassembly is required. It is recommended to also complete 200 hour service and replace all service parts. The Ultimate RC2T reservoir is NOT compatible with Vivid Ultimate Flight Attendant.

V1 tools, parts, and/or assemblies may be pictured. Procedures are the same for V1 and V2 parts and/or assemblies, unless otherwise pictured or described.

NOTICE

Use only (Gen C) Vivid spare parts and service kits with (Gen C) Vivid.

(Gen A-B) Vivid spare parts and service kits are NOT compatible with (Gen C) Vivid.

⚠WARNING

Before disassembly or service of any air system remove the air pressure from all air chambers and remove the air valve cores, unless otherwise instructed.

If your shock will not return to full extension, do not attempt to service or disassemble your shock. Attempting to service a shock that will not return to full extension can cause severe and/or fatal injuries.

SAFETY INSTRUCTIONS

Always wear safety glasses and nitrile gloves when working with suspension grease and oil.

Place an oil pan on the floor underneath the area where you will be working on the shock.

NOTICE

When replacing seals and o-rings, use your fingers or a pick to remove the seal or o-ring. Spray RockShox Suspension Cleaner or isopropyl alcohol on each part and clean with a shop towel. Apply grease to the new seal or o-ring. Only use RockShox Dynamic Seal Grease when servicing RockShox shocks.

To prevent damage to the shock use aluminium soft jaws and position the eyelet in the vise so that the adjustment knobs are clear of the vise jaws. For bearing mount shocks, wrap a shop towel around the eyelet, then clamp the eyelet flat into the vise.

Inspect each part for scratches. Do not scratch any sealing surfaces when servicing your suspension. Scratches can cause leaks.

Prior to rear shock service, the Rear Shock Module must be removed.

Remove the rear shock according to the frame manufacturer's instructions. If the bicycle is in close proximity to the rear shock during service, remove the SRAM battery from the Flight Attendant fork Control Module to disconnect the rear shock from the fork.

1 Set the rear shock compression damper to the Open position before service.

Remove the SRAM battery from the Rear Shock Module, then reinstall it to initiate a power cycle. The compression damper will automatically adjust to the Open position.

Remove SRAM battery

Remove SRAM battery

Install SRAM battery

Install SRAM battery

2 With the compression damper in the Open Position, remove the SRAM battery from the Rear Shock Module.

Install the battery block onto the Rear Shock Module to protect the battery contact pins.

Install the battery cover onto the SRAM battery, or place the SRAM battery onto the SRAM battery charger.

NOTICE

The SRAM battery must be removed before service. If the battery is installed during service, the compression damper setting may change to the mid or closed position during service.

The battery block must be installed before service to protect the battery contact pins.

3 Loosen each Rear Shock Module cap screw, and remove the Rear Shock Module from the reservoir neck.

3 mm

3 mm

4 Clean the underside of the Rear Shock Module with a damp, clean shop towel.

Clean the rear shock reservoir assembly with a damp, clean shop towel.

RockShox Suspension Cleaner

RockShox Suspension Cleaner

5 Remove the inner o-ring from the rear shock module and discard it. Clean the o-ring groove.

Apply grease to a new o-ring and install it.

Remove any excess grease.

Set the Rear Shock Module aside.

Pick (non-metallic)

Pick (non-metallic)

RockShox Suspension Cleaner

RockShox Suspension Cleaner

RockShox Dynamic Seal Grease

RockShox Dynamic Seal Grease

Bearing Mount Shaft Eyelet: Remove the bearing eyelet assembly from the shaft eyelet before proceeding. The inner air can, and the positive and negative sealheads cannot be removed with the bearing eyelet assembly installed.

3 mm

1 Rotate the rebound adjuster knob clockwise until it stops, while counting the number of detent clicks. Record this number to assist you with post-service set up.

The rebound adjuster must be removed before air spring tuning and/or service. Firmly pull the rebound adjuster knob from the shock and remove it.

All

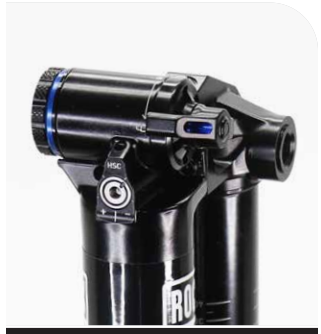
All

All

All

Select RT, Select+ RCT, Ultimate RC2T: Rotate the Threshold (pedal) lever to the open position.

Select RT



Select+ RCT, Ultimate RC2T

Select+ RCT, Ultimate RC2T, Ultimate DH RC2: Rotate the low speed compression (LSC) adjuster knob counterclockwise to the full open position and count the number of detent clicks. Record this number to assist you with post-service set up.

Select+ RCT, Ultimate RC2T, Ultimate DH RC2

Ultimate DH RC2, Ultimate RC2T: Rotate the high speed compression (HSC) adjuster counterclockwise to the full open position and count the number of detent clicks. Record this number to assist you with post-service set up.

3 mm — Ultimate DH RC2, Ultimate RC2T

Base R, Select RT, Select+ RCT, Ultimate DH RC2, Ultimate RC2T, Ultimate Flight Attendant: Rotate the Hydraulic Bottom Out (HBO) adjuster counterclockwise to the full open (–) position and count the number of detent clicks. Record this number to assist you with post-service set up.

3 mm — All

2 Attach a shock pump to the air valve to check air pressure. Record your air pressure setting to assist with post-service set up.

Remove the air valve cap by hand.

Use a small hex wrench to depress the Schrader valve and slowly release all air pressure from the air can.

⚠WARNING - PRESSURIZED DEVICE

Always wear certified safety glasses (ANSI Z87.1, EN166 EU).

Verify all air pressure is removed from the suspension component. Failure to do so can result in SERIOUS INJURY OR DEATH. Refer to the Suspension Safety Precautions and Warnings section for detailed Pressurized Device warnings and instructions.

⚠CAUTION

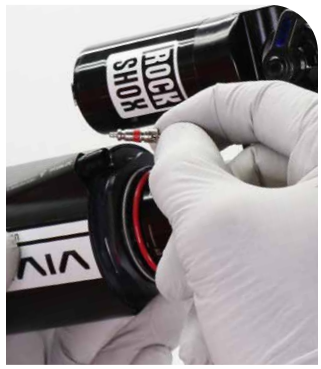
Do not disassemble a pressurized shock, this can cause the air can, suspension fluid, or debris to forcefully eject from the shock. Wear safety glasses.

Slowly release the air from the air can to make sure the air is removed from both chambers. Quickly releasing the air can trap air in the negative chamber and cause the air can to forcefully eject from the shock upon disassembly.

Use a RockShox Schrader valve tool to remove the valve core from the valve body to make sure all air has been removed. Set the valve core aside.

Small hex wrench

Schrader valve core tool



3 Clamp the shaft eyelet (standard or bearing; closest to air can) into a vise, with the shock positioned horizontally.

NOTICE

To prevent damage to the shock, use aluminum soft jaws and position the eyelet in the vise so that the adjustment knobs are clear of the vise jaws.

Bench vise with soft jaws

4 Rotate the reservoir and position the reservoir away from the air valve.

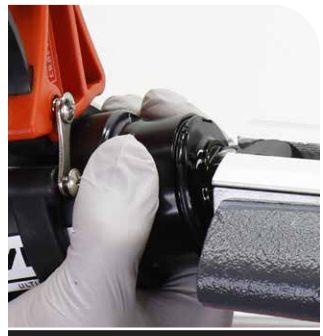
5 Use a rubber strap on the strap wrench for grip and then pull/push the air can toward the damper body eyelet until the air can retaining ring is exposed.

NOTICE

The air can must be clean and free of grease and oil. Clean the air can if necessary.

Rubber strap wrench

Rubber strap wrench


Rubber strap wrench


Rubber strap wrench

6 Use a small sharp flat blade screwdriver to position the end of the air can retaining ring in the groove so it is accessible.

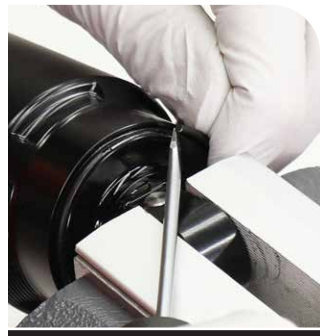
Insert a small sharp flat blade screwdriver into the slot in the inner air can. Position the flat blade under the retaining ring and carefully lift the retaining ring from the groove.

Remove the retaining ring.

Remove the shock from the vise.

Flat blade screwdriver

Flat blade screwdriver



Pick

7 Clamp the shock back into the vise.

Rotate and carefully slide the outer air can toward the vise until the inner air can o-ring is exposed (closest to damper body).

Stop when the outer air can and inner air can o-ring seal is broken. Do not allow the outer air can to contact the vise.

⚠CAUTION - EYE HAZARD

To avoid damage to the outer air can, do not allow the outer air can to contact or impact the vise.




8 Remove the shock from the vise.

Hold the shock over a shop towel; oil may drip from the air can when removed.

Remove the outer air can.




Bottomless Tokens: Depending on the specification, a Vivid C1 rear shock may include 0 - 4 Bottomless Tokens installed. Only Vivid C1 Bottomless Tokens are compatible with Vivid C1.

Bottomless Tokens can be installed or removed at any time without performing a complete service, however the outer air can assembly must be removed to access the Bottomless Tokens.

Bottomless Tokens reduce air volume in the rear shock air can and increase progression, or spring ramp, at the end of the shock's travel. Add or remove Bottomless Tokens to tune spring ramp.

Do not exceed the maximum number of Bottomless Tokens as indicated below.

Shock Length (mm)	Shock Stroke (mm)	MAX psi	Maximum Bottomless Tokens
165, 190	37.5 - 45	360	0 - 4
185, 210	47.5 - 55	360	0 - 4
		300	5 - 6
205, 230	57.5 - 65	360	0 - 4
		300	5 - 6
225, 250	67.5 - 75	300	0 - 4

A. Bottomless Token

Bottomless Token (x2)

Bottomless Token (x4)

Bottomless Token (x6)

Travel Reducers: Depending on shock length and stroke specification, some Vivid C1 rear shocks include shaft eyelet Travel Reducers and air can Travel Volume Reducers which limit the compression stroke, or travel, as required for a shock length and stroke.

If installed, do not remove or install damper shaft Travel Reducers without also replacing the damper shaft bottom post with the corresponding correct size. Refer to the compatibility tables in the Damper Piston Service and Travel Change section before changing travel.

Shock Length (mm)	Shock Stroke (mm)	Eyelet Travel Reducer	Air Can Travel Volume Reducer
165, 190	37.5	3	3
	40	2	2
	42.5	1	1
	45	0	0
185, 210	47.5	3	3
	50	2	2
	52.5	1	1
	55	0	0
205, 230	57.5	3	3
	60	2	2
	62.5	1	1
	65	0	0
225, 250	67.5	3	3
	70	2	2
	72.5	1	1
	75	0	0

NOTICE

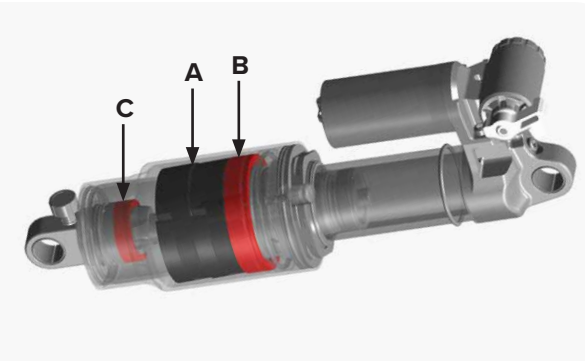
Before removing or installing Travel Reducers, consult your frame manufacturer. Frame size and design determine allowable shock travel, or stroke. Too much travel/stroke can cause damage to the shock or bicycle frame.

B. Travel Volume Reducer

Travel Volume Reducer (x3)

C. Eyelet Travel Reducer

Eyelet Travel Reducer (x3)



9 **Bottomless Token Installation:** If Bottomless Tokens are installed for spring tuning, only the outer air can needs to be removed and Bottomless Tokens can be installed at this time.

If air can (100 hour) or complete (200 hour) service is being performed, install Bottomless Tokens **after** either service is complete. Proceed to step 8 and remove any installed Bottomless Tokens.

Air Can Spring Tuning: Install each Bottomless Token onto the inner air can in the correct orientation(s), as pictured.

Bottomless Token

Bottomless Token

Bottomless Token

Bottomless Token

10 **Removal:** If installed, remove each Bottomless Token and Travel Reducer spacer from the inner air can.

Remove all Bottomless Tokens and Travel Reducers if air can (100 hour) or complete (200 hour) service is being performed.


Bottomless Token


Bottomless Token


Bottomless Token


Bottomless Token

Air Can/Spring Tuning Only: To continue with Air Can/Spring Tuning, proceed to Air Can Spring Tuning and Installation - Spring Tuning for air can installation.

11 Clamp the shock (shaft eyelet) into the vise oriented vertically.

Slide the sag o-ring up.

12 Remove all Bottomless Tokens if installed.

13 Remove the shock from the vise and remove all Travel Volume Reducers if installed.

14 Clean the inner air can surface so it is oil free.

RockShox Suspension Cleaner

15 Install the Vivid damper body protectors onto the damper body. Two Vivid damper body protectors are included in the 100 and 200 Hour Service kits.

NOTICE

To avoid permanent damage to the damper body, do not attempt to unthread the sealhead without Vivid damper body protectors installed.

Vivid damper body protectors

Vivid damper body protectors

Vivid damper body protectors

Vivid damper body protectors

16 Secure a strap wrench around the inner air can to prevent it from rotating with the grey negative sealhead when it is unthreaded.

Unthread the grey negative sealhead while applying opposing rotational force on the inner air can with the strap wrench.

NOTICE

To avoid permanent damage to the damper body, do not attempt to unthread the sealhead without Vivid damper body protectors installed.

Unthread the grey sealhead completely by hand.

Remove the Vivid damper body protectors.

Rubber Strap Wrench

46 mm Rubber Strap Wrench

46 mm Rubber Strap Wrench


Vivid damper body protectors


Vivid damper body protectors

17 Clean the inner air can.

Remove all oil and grease before attempting to unthread the inner air can from the shaft eyelet.

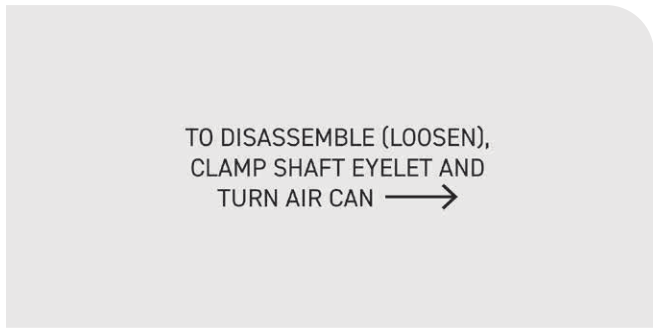

RockShox Suspension Cleaner

18 Unthread the inner air can from the shaft eyelet.

Disassemble/Loosen/Unthread Direction: Rotate the inner air can in the direction printed on the inner can.

Remove the rubber strap wrench.

Rubber strap wrench



Rotational direction - Inner Air Can

19 Remove the shock from the vise.

Remove the inner air can.

20 Clamp the shock, damper body eyelet/mount end, back into the vise oriented vertically.

Slide the grey negative sealhead up and away from the silver positive sealhead.

21 Install the damper body protectors.

Vivid damper body protectors

Vivid damper body protectors

Install a small section of split plastic tubing over the damper shaft to protect it.

Split plastic tube

Split plastic tube

22 Unthread the silver positive sealhead from the damper body. Remove the silver positive sealhead.

NOTICE

To avoid permanent damage to the damper body, do not attempt to unthread the sealhead without Vivid damper body protectors installed.

36 mm

Vivid C1 V1: If the silver positive air sealhead assembly needs to be replaced, install a Vivid C1 V2 positive air sealhead assembly.

For service, install parts from the Vivid Generation C V2 100 and 200 Hour / 1 Year service kit.

Positive Air Sealhead V1
V1 thick bushing
V1 outer o-ring seal
V1 thin backup ring

Positive Air Sealhead V2
V2 fixed backup ring (not removeable)
V2 outer quad ring seal
V1 thin backup ring

Positive Air Sealhead - V1

Positive Air Sealhead - V2

23 Remove the split plastic tubing.

Split plastic tube

Split plastic tube

Remove the damper body protectors.

Vivid damper body protectors

24 Remove the grey negative sealhead.

Vivid C1 V1 and V1.5: If the grey negative air sealhead assembly needs to be replaced, install a Vivid C1 V2 negative air sealhead assembly.

For service, install parts from the Vivid Generation C V2 100 and 200 Hour / 1 Year service kit.

Negative Air Sealhead V1
V1 wiper seal
V1 inner o-ring seal
V1 inner split bushing (white)

Negative Air Sealhead - V1

Negative Air Sealhead - V1

Negative Air Sealhead V1.5
V2 wiper seal
V2 inner quad ring seal
V1 inner split bushing (white)

Negative Air Sealhead - V1.5

Negative Air Sealhead - V1.5

Negative Air Sealhead V2
V2 wiper seal
V2 inner quad ring seal
V2 inner fixed bushing (white) (not removable)

Negative Air Sealhead - V2

Negative Air Sealhead - V2

1 Remove the sag o-ring and discard it.

Remove the o-ring from the shaft eyelet and discard it.

Clean the o-ring groove.

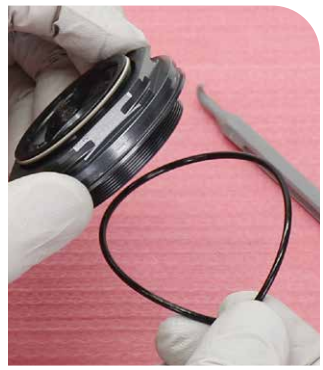
RockShox Suspension Cleaner

V1 tools, parts, and/or assemblies may be pictured. Procedures are the same for V1 and V2 parts and/or assemblies, unless otherwise pictured or described.

1 **Vivid C1 V1:** Remove the outer o-ring, wiper seal, and inner o-ring from the grey negative sealhead and discard them.

Remove the white inner split bushing and clean it. Do not discard.

For service, install parts from the Vivid Generation C V2 100 and 200 Hour / 1 Year service kit.



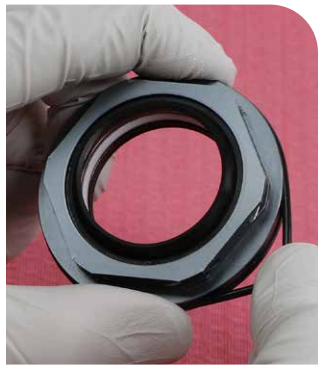
Pick (non-metallic)

Pick (non-metallic)

2 **Vivid C1 V1.5:** Remove the outer o-ring, wiper seal, and inner quad ring seal from the grey negative sealhead and discard them.

Remove the white inner split bushing and clean it. Do not discard.

For service, install parts from the Vivid Generation C V2 100 and 200 Hour / 1 Year service kit.



Pick (non-metallic)

Pick (non-metallic)

Vivid C1 V2: Remove the outer o-ring, wiper seal, and inner quad ring seal from the grey negative sealhead and discard them.

For service, install parts from the Vivid Generation C V2 100 and 200 Hour / 1 Year service kit.

Do NOT attempt to remove the white inner fixed bushing; it is NOT removable.

NOTICE

Removal will result in permanent damage and the complete negative air sealhead assembly must be replaced.

Pick (non-metallic)

Pick (non-metallic)

Negative Air Sealhead - V2 Fixed Inner Bushing

3 Clean the sealhead.


RockShox Suspension Cleaner


RockShox Suspension Cleaner

4 **Vivid C1 V1 and V1.5:** Install the original inner split bushing.

Vivid V2: Proceed to step 5.

5 **Vivid C1 V1 and V1.5** Apply grease to a new inner quad ring seal and install it above the white inner split bushing.


RockShox Dynamic Seal Grease

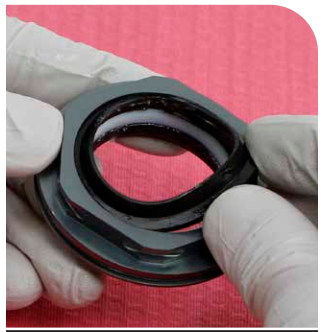
Vivid C1 V2: Apply grease to a new inner quad ring seal and install it above the white inner fixed bushing.


RockShox Dynamic Seal Grease

6 Apply grease to a new wiper seal (V2) and install it.

RockShox Dynamic Seal Grease

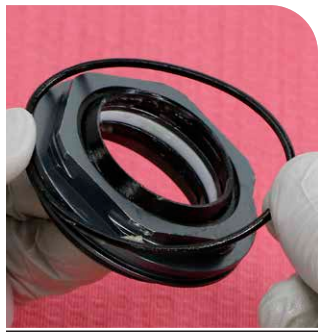
V1 and V1.5



RockShox Dynamic Seal Grease

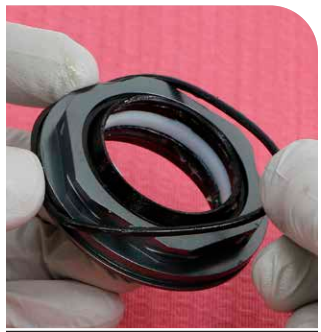
V2

7 Apply grease to a new outer o-ring and install it.



RockShox Dynamic Seal Grease

V1 and V1.5



RockShox Dynamic Seal Grease

V2

V1 tools, parts, and/or assemblies may be pictured. Procedures are the same for V1 and V2 parts and/or assemblies, unless otherwise pictured or described.

1 **Vivid C1 V1:** Remove the outer o-ring and discard it.

Remove the thin white backup ring and the thick white bushing from the silver positive sealhead and clean them; do not discard.


Positive Air Sealhead V1


Positive Air Sealhead V1


Positive Air Sealhead V1


Positive Air Sealhead V1


Positive Air Sealhead V1


Positive Air Sealhead V1

Vivid C1 V2: Remove the outer quad ring seal and discard it.

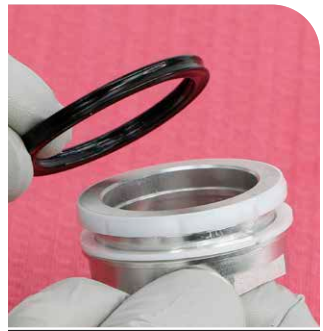
Remove the thin backup ring from the silver positive sealhead and clean it; do not discard.

Do NOT attempt to remove the white fixed piston backup ring; it is not removable.

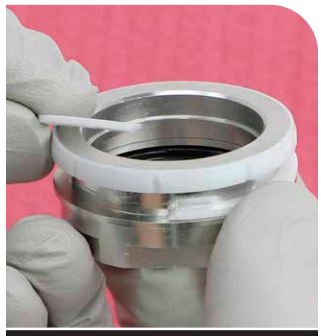
NOTICE

Removal will result in permanent damage and the complete positive air sealhead assembly must be replaced.

Positive Air Sealhead V2



Positive Air Sealhead V2



Positive Air Sealhead V2

Positive Air Sealhead V2

Positive Air Sealhead V2

2 Clean the sealhead.

RockShox Suspension Cleaner V1

RockShox Suspension Cleaner V2

3 Remove the inner o-ring and discard it.

Pick (non-metallic) V1

Pick (non-metallic) V1

Pick (non-metallic) V2

Pick (non-metallic) V2

4 Clean the sealhead.

RockShox Suspension Cleaner V1

RockShox Suspension Cleaner V2

5 Install the original thin backup ring.

V1

V1

V2

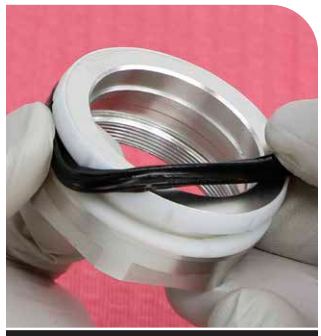
V2

6 Apply grease to a new quad ring seal and install it.

Vivid C1 V2: Proceed to step 8.

RockShox Dynamic Seal Grease V1

V1



RockShox Dynamic Seal Grease V2

V2

7 **Vivid C1 V1:** Install the original thick bushing.

V1

V1

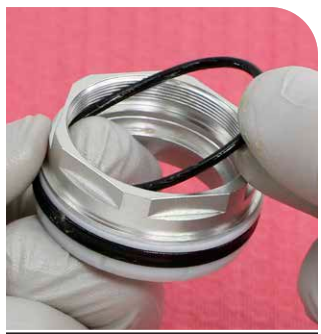
V1

8 Apply grease to a new inner o-ring and install it.

RockShox Dynamic Seal Grease V1

V1

V1



RockShox Dynamic Seal Grease V2

V2

V2

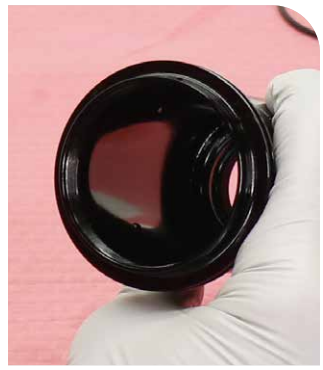
1 Remove the outer o-rings from the inner air can and discard them.

Clean the inner air can and inspect the inner surface for scratches. If the inside surface is scratched, the inner air can must be replaced.

RockShox Suspension Cleaner

RockShox Suspension Cleaner

RockShox Suspension Cleaner



2 Clean the outer air can and inspect the inner surface for scratches. If the inside surface is scratched, the outer air can must be replaced.

RockShox Suspension Cleaner


RockShox Suspension Cleaner

3 Apply grease to new inner air can o-rings and install them.


RockShox Dynamic Seal Grease


RockShox Dynamic Seal Grease

100 Hour Service To continue 100 Hour Service, proceed to Air Can Spring Tuning and Installation.

200 Hour Service To continue 200 Hour Service, proceed to Damper Service and Reservoir Disassembly.

Optional Reservoir Upgrade: Proceed to Damper Service and Reservoir Disassembly.

1 Clamp the damper body eyelet/mount into the vise.

Remove the IFP reservoir valve cap. Depress the Schrader valve and release all air pressure from the IFP reservoir.

Once the pressure has been released, depress the Schrader valve a second time. If the Schrader valve is able to move, the shock has been completely depressurized.

⚠WARNING - PRESSURIZED DEVICE

Always wear certified safety glasses (ANSI Z87.1, EN166 EU).

Verify all air pressure is removed from the suspension component. Failure to do so can result in SERIOUS INJURY OR DEATH. Refer to the Suspension Safety Precautions and Warnings section for detailed Pressurized Device warnings and instructions.

⚠CAUTION - EYE HAZARD

Verify all pressure is removed from the shock before proceeding. Failure to do so can cause the damper body to separate from the shaft eyelet at a high velocity. Wear safety glasses.

RockShox Schrader Valve Tool

Small hex wrench or pick

2 Remove the Schrader valve core.

Do not discard the Schrader valve core.

⚠WARNING - PRESSURIZED DEVICE

Always wear certified safety glasses (ANSI Z87.1, EN166 EU).

Verify all air pressure is removed from the suspension component. Failure to do so can result in SERIOUS INJURY OR DEATH. Refer to the Suspension Safety Precautions and Warnings section for detailed Pressurized Device warnings and instructions.

RockShox Schrader Valve Tool

3 Push the IFP reservoir cap into the reservoir until the retaining ring is visible and accessible.

4 Remove the retaining ring from the IFP reservoir.

⚠CAUTION - EYE HAZARD

The retaining ring can eject rapidly as it is removed. Wear safety glasses.

NOTICE

Do not scratch the inside of the IFP reservoir. Scratches will cause oil and air to leak.

Pick (non-metallic)

5 Remove the IFP reservoir cap from the IFP reservoir.

NOTICE

Do not scratch the inside of the IFP reservoir. Scratches will cause oil and air to leak.

Pick

6 Remove the IFP reservoir cap o-ring and discard it.
Apply grease to a new o-ring and install it.
Set the reservoir cap aside.

RockShox Dynamic Seal Grease

7 Apply a dab of grease to the end of the TORX T10 wrench.
Unthread and remove the IFP bleed screw.

Grease T10

T10

T10

8 Remove the o-ring and discard it. Apply grease to a new o-ring and install it.

Pick (non-metallic)

RockShox Dynamic Seal Grease

9 Thread the RockShox IFP Puller Tool into the IFP (internal floating piston).

Remove the IFP from the reservoir.

Unthread the RockShox IFP Puller Tool from the IFP.

RockShox IFP Puller Tool

RockShox IFP Puller Tool

RockShox IFP Puller Tool

10 Remove the IFP o-ring and discard it.

Clean the IFP.

Apply grease to a new o-ring and install it onto the IFP.

Set the IFP aside.

Reservoir Upgrade: Apply grease to the new IFP o-ring and install it onto the new IFP.

RockShox Suspension Cleaner

RockShox Dynamic Seal Grease

Damper Disassembly

V1 tools, parts, and/or assemblies may be pictured. Procedures are the same for V1 and V2 parts and/or assemblies, unless otherwise pictured or described.

1 Secure a shop towel around the damper body to absorb oil.

Install a small section of split plastic tubing over the damper shaft to protect it.

NOTICE

Do not scratch the damper shaft. Scratches will cause oil to leak.

Shop towel


Spllit plastic tube

2 Place the Vivid Counter Measure Spanner onto the sealhead with the four pins inserted into four pin holes in the sealhead.

NOTICE

Do not scratch the damper shaft. Scratches will cause oil to leak.


Vivid Counter Measure Spanner


Vivid Counter Measure Spanner

3 Secure the Vivid Counter Measure Wrench onto the Vivid Counter Measure Spanner.

NOTICE

Do not scratch the damper shaft. Scratches will cause oil to leak.


Vivid Counter Measure Wrench


Vivid Counter Measure Wrench

4 Unthread the Counter Measure sealhead from the damper body.

⚠WARNING - PRESSURIZED DEVICE

Always wear certified safety glasses (ANSI Z87.1, EN166 EU).

NOTICE

Do not scratch the damper shaft. Scratches will cause oil to leak.


Vivid Counter Measure Wrench and Spanner


Vivid Counter Measure Wrench and Spanner

5 Remove the Vivid Counter Measure Wrench and Spanner from the sealhead.

Vivid Counter Measure Wrench

Vivid Counter Measure Spanner

Remove the split plastic tube from the damper shaft.

Split plastic tube

6 Remove the Counter Measure sealhead and damper piston/shaft/eyelet assembly from the damper body.

⚠WARNING - PRESSURIZED DEVICE

Always wear certified safety glasses (ANSI Z87.1, EN166 EU).

7 Remove the shock from the vise and pour the oil from the damper body and reservoir into an oil pan.

Oil pan

Oil pan

8 Remove the shop towel.

Clean the damper body and reservoir.

RockShox Suspension Cleaner

RockShox Suspension Cleaner

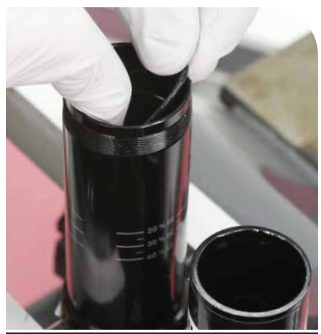
9 Clamp the damper body and reservoir into the vise.

Remove the inner damper body o-ring and discard it.

Pick (non-metallic)

Pick (non-metallic)

10 Apply grease to a new o-ring and install it.



RockShox Dynamic Seal Grease

Reservoir Upgrade (optional): To continue with reservoir upgrade, proceed to Upgrade (optional) - Vivid C1 Reservoir.

200 Hour Service To continue 200 Hour Service, proceed to Damper Piston Service.

Upgrade (optional) Vivid C1 Ultimate RC2T Reservoir

Vivid Base R (Rebound only), Vivid Select RT (Rebound and Threshold), Vivid Select+ RTC (Rebound, Threshold, Low Speed Compression), and Vivid Ultimate DH RC2 (Rebound and Low Speed Compression) shocks can be upgraded with the Ultimate RC2T Reservoir Upgrade kit, available separately.

The Ultimate RC2T Upgrade Reservoir is NOT compatible with Vivid Ultimate Flight Attendant.

Upgrade requires removal of the original reservoir assembly and installation of the upgrade (Ultimate RC2T) reservoir. If the reservoir assembly is upgraded, shock disassembly is required. It is recommended to also complete 200 hour service and replace all service parts while the shock is disassembled.

1 **Select RT:** Loosen the lever set screw.

Remove the lever.

1.5 mm

2 **Select RT, Base R:** Remove each reservoir bolt.

Remove the reservoir assembly from the eyelet.

3 mm

3 mm

3 mm

3 mm

3 **Select+ RCT, Ultimate DH RC2, :** Unthread the (A) left exposed reservoir bolt (3 mm).

Unthread the (B) right hidden reservoir bolt (3 mm).

3 mm

3 mm

3 mm

3 mm

Lift the reservoir assembly away from the eyelet and slide it to the left until the slotted bolt groove in the neck clears the hidden reservoir bolt head.

Ultimate DH RC2, Select+ RCT

Ultimate DH RC2, Select+ RCT

Remove the left reservoir bolt and reservoir assembly.

Remove the remaining (right) reservoir bolt.

Remove the reservoir assembly from the eyelet.

4 Remove the alignment pin and reservoir o-ring.
Clean the pin and o-ring. Clean the pin and o-ring groove.
Reinstall the pin and o-ring back onto the eyelet (no grease).

Pick (non-metallic)

RockShox Suspension Cleaner

No grease

5 **Ultimate RC2T Upgrade Installation:** Thread the right side reservoir bolt into the eyelet until the bolt head is about 3 mm from contacting the damper body.

Position the slotted bolt groove in the Ultimate RC2T reservoir neck around the reservoir bolt head (partially threaded into damper body), slide the reservoir to the right, and align the reservoir neck, onto the eyelet, with the bolt hole on the Threshold lever side.

Insert the other reservoir bolt into the bolt hole and thread the bolt into the damper body until it contacts the reservoir neck. Thread the hidden bolt into the eyelet until it contacts the reservoir neck.

Tighten each bolt to the specified torque.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

Adjust all compression settings to the open position before shock assembly.

3 mm

3 mm

3 mm | 2.8 N·m (25 in-lb)

3 mm | 2.8 N·m (25 in-lb)

All procedures in this section are the same for Vivid Base R, Select RT, Select+ RCT, Ultimate DH RC2, Ultimate RC2T, and Ultimate Flight Attendant, unless otherwise described and/or pictured.

V1 tools, parts, and/or assemblies may be pictured. Procedures are the same for V1 and V2 parts and/or assemblies, unless otherwise pictured or described.

Travel Change (optional): Travel within the shock stroke range is changeable by installing a Travel Reducer and the correct damper shaft Bottom Post in the Vivid/Vivid Coil Travel Change kit. Refer to the tables within this section, at the appropriate step, for compatibility. Refer to the *RockShox Spare Parts Catalog* for available Vivid/Vivid Coil Travel Change kits.

Shock Length	Shock Stroke (mm)	Damper Shaft Travel Reducer (qty)	Damper Shaft Bottom Post Height (mm)	Damper Shaft Bottom Post Laser Etch
165, 190	37.5	3	11	110
	40	2	9	090
	42.5	1	7	070
	45	0	7	070
185, 210	47.5	3	13	130
	50	2	11	110
	52.5	1	9	090
	55	0	7	070
205, 230	57.5	3	15	150
	60	2	13	130
	62.5	1	11	110
	65	0	9	090
225, 250	67.5	3	15	150
	70	2	15	150
	72.5	1	13	130
	75	0	11	110

If installed, do not remove or install Damper Shaft Travel Reducers without also replacing the damper shaft bottom post with the corresponding correct size. Confirm compatibility before changing travel.

NOTICE

Before increasing or reducing shock travel (stroke), consult your frame manufacturer. Frame size and design determine allowable shock travel (stroke). Too much travel (stroke) can cause damage to the shock or bicycle frame.

1 Clamp the damper shaft eyelet/mount into the vise.

Bench vise with soft jaws

2 The rebound circuit must be opened for reassembly and bleed.

Insert the rebound adjuster into the rebound adjuster cam. Rotate the rebound adjuster knob counterclockwise 10-15 clicks.

Remove the rebound adjuster knob.

NOTICE

To prevent the rebound cam assembly from unthreading from the eyelet completely, do NOT rotate the rebound adjuster knob more than 15 clicks from full clockwise (closed).

Rebound adjuster knob

3 Unthread and remove the piston nut.

8 mm

4 Insert a pick or small hex wrench through the center of the piston bottom post.

Use two picks to lift the check piston and check shims from the bottom post.

Remove the check piston and check shims together on the pick or hex wrench to keep all parts together. Set the check piston assembly, on the pick, aside.

Pick or small hex wrench

Pick (non-metallic) x2

Pick (non-metallic) x2

Pick or small hex wrench

Pick or small hex wrench

5 Unthread and remove the piston bottom post.

Travel Change (optional): If travel is changed, the original bottom post will not be reinstalled.

12 mm

6 Insert a pick or small hex wrench onto the center of the damper shaft.

Remove the damper piston and shims together on the pick or hex wrench to keep all parts together. Set the damper piston assembly and shims, on the pick, aside.

Pick or small hex wrench

7 Remove the top plate.

If the top plate is difficult to remove, wrap a shop towel around the top plate and carefully remove it with an adjustable pliers wrench.

NOTICE

Do not damage the top plate.

Shop towel

Adjustable pliers wrench

Adjustable pliers wrench

8 Remove the sealhead assembly.

Vivid C1 V1: If the damper sealhead assembly will be replaced, install a Vivid C1 V2 damper sealhead assembly during shock reassembly.

Refer to the *RockShox Spare Parts Catalog* for currently available service and spare part kits. Contact SRAM Rider Support for more information as needed.

Damper Sealhead - V1

Damper Sealhead - V2

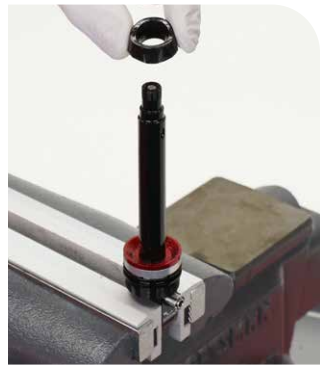
Damper Sealhead - V1

Damper Sealhead - V2

9 Firmly pull the top out spring and remove it from the sealhead.

Inspect the two inner sealhead bushings for excessive wear. If the bushings are worn or damaged, the Counter Measure sealhead assembly must be replaced. Discard the sealhead if the inner bushings are worn or damaged.

10 Remove the bottom out bumper and clean it.



11 Remove the bottom plate and red travel reducer(s) (if installed).

Travel Change (optional): If travel is changed, install the correct number of travel reducers during reassembly.

12 Clean the damper shaft and inspect it for damage. If the damper shaft is damaged or worn, it must be replaced.

RockShox Suspension Cleaner

13 Install the bottom plate and red travel reducer(s) (if originally installed).

Travel Change (optional): If travel is changed, install the correct number of *eyelet travel reducers.

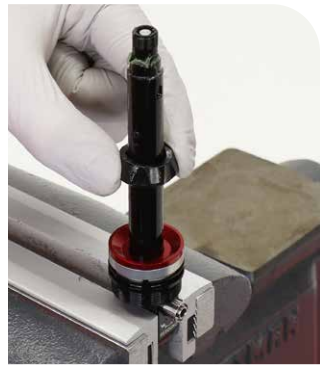
Optional: For optimal performance, install an equal number of **air can travel volume reducers into the air can assembly before shock reassembly.

Shock Length (mm)	Shock Stroke (mm)	*Eyelet Travel Reducer	**Air Can Travel Volume Reducer
165, 190	37.5	3	3
	40	2	2
	42.5	1	1
	45	0	0
185, 210	47.5	3	3
	50	2	2
	52.5	1	1
	55	0	0
205, 230	57.5	3	3
	60	2	2
	62.5	1	1
	65	0	0
225, 250	67.5	3	3
	70	2	2
	72.5	1	1
	75	0	0

14 Apply grease to the inner surface of the bottom out bumper and install it.

Wipe away any excess grease from the damper shaft threads.

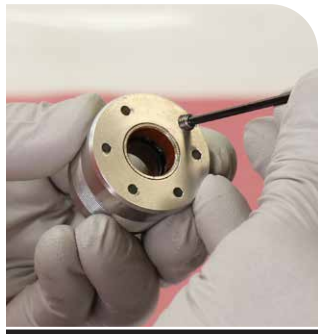
RockShox Dynamic Seal Grease



15 Apply grease to a new eyelet o-ring and install it onto the eyelet.

RockShox Dynamic Seal Grease

16 Remove the Counter Measure sealhead bleed screw.



2 mm

17 Remove the nylon compression ball from the sealhead.

Place the sealhead on a flat surface.

Insert a bearing punch 2.4 mm (OD) into the bleed hole at the correct angle, from the underside of the sealhead.

Gently tap the bearing punch and push the nylon compression ball out of the sealhead through the bleed port.

The nylon compression ball will be deformed and cannot be reused. Discard the original nylon compression ball.

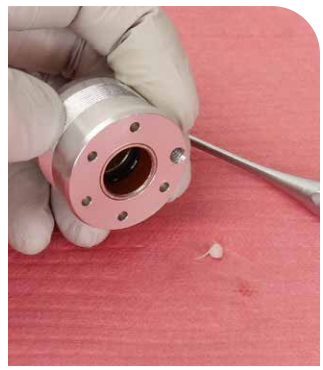
NOTICE

To ensure proper function, do not reuse the nylon compression ball.

Remove bearing punch / gauge pin from the sealhead.

Bearing punch - 2.4 mm (OD)

Hammer / Mallet



18 Remove the inner sealhead o-ring and discard it.

Clean the sealhead assembly.

NOTICE

Do not scratch the sealhead or the sealhead bushings with the pick. Scratches will cause a leak. If the sealhead or bushing(s) are scratched, the sealhead must be replaced.

Pick (non-metallic)

RockShox Suspension Cleaner

RockShox Suspension Cleaner

19 Apply grease to a new inner sealhead o-ring and install it.

Apply grease to the bushings inside the center of the sealhead.

RockShox Dynamic Seal Grease

RockShox Dynamic Seal Grease

20 **Original and New Sealhead:** Align the edge of the spring, and the gap in the spring flat and coil, with the bleed hole to allow for maximum oil flow.

Install the top out spring.

Place the top out spring into the sealhead spring groove.

Place the sealhead on a flat surface. Position a large socket (19 mm) onto the spring and firmly press the spring (fully compress the spring) down to seat the spring into the sealhead. The spring will snap into the sealhead when seated.

Confirm the spring is fully seated in the sealhead.

Socket - 19 mm

Socket - 19 mm

21 Install the sealhead onto the damper shaft.

Wipe away any excess grease from the damper shaft threads.

22 Push the rebound poker down into the damper shaft until it stops. This will open the rebound circuit and ensure the damper is properly bled during assembly.


Small hex wrench


Small hex wrench


Small hex wrench


Small hex wrench

23 Install the top out plate onto the damper shaft.

Install the piston assembly onto the end of the damper shaft and onto the top out plate.

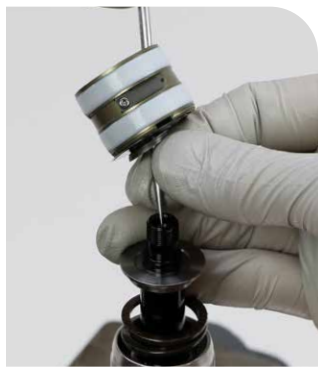
Confirm the piston and shims are installed flat and square onto the damper shaft.

NOTICE

Keep the piston assembly parts in the order they were removed. Do not separate any parts from the piston assembly.

If any piston assembly parts are installed in the incorrect order, the piston assembly, including the tune shim stacks, must be reassembled in the correct order to ensure proper function. Refer to the Rear Suspension Shim Tuning Guide for piston assembly and shim stack arrangements.


Pick



24 Install the bottom post and tighten it to the specified torque.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

Travel Change (optional): If travel is changed, install the correct size bottom post.

Shock Length	Shock Stroke (mm)	Bottom Post Height (mm)	Bottom Post Laser Etch
165, 190	37.5	11	110
	40	9	090
	42.5	7	070
	45	7	070
185, 210	47.5	13	130
	50	11	110
	52.5	9	090
	55	7	070
205, 230	57.5	15	150
	60	13	130
	62.5	11	110
	65	9	090
225, 250	67.5	15	150
	70	15	150
	72.5	13	130
	75	11	110

12 mm | 8.5 N·m (75 in-lb)

25 With the check piston valve holes oriented toward the piston, install the check piston and check shims.

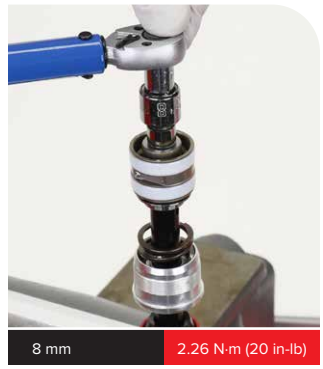
Pick

26 Install the piston nut onto the bottom post and tighten it to the specified torque.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

Remove the damper assembly from the vise and set it aside.



Oil Fill and IFP Installation

1 **All Vivid Models:** The compression damper MUST be in the open position before oil fill and assembly. Confirm all compression adjusters are in the open position.

Ultimate Flight Attendant: Confirm the drive shaft key is rotated to the full counterclockwise position.

Ultimate Flight Attendant

2 Clamp the damper body eyelet into the vise.

Secure a shop towel around the damper body and reservoir to absorb oil.

3 Pour suspension oil into the IFP reservoir until it is near the top of the IFP reservoir. Oil will begin to bleed into the damper body.

Pour a small amount of oil into the damper body.

Allow about half of the oil to bleed into the damper body, then use the palm of your hand to tap down on the top of the reservoir repeatedly to move oil into the damper body. This will assist in purging air bubbles from the damper body, eyelet, and reservoir.

⚠CAUTION

Always wear safety glasses. Do not allow oil, fluid, grease, lubricant, or cleaner to contact your eyes or face. Seek immediate medical attention if irritation occurs.


Maxima PLUSH 7wt


Maxima PLUSH 7wt

4 Fill the reservoir with more oil, then continue to tap on the top of the reservoir until no more bubbles emerge from the damper body.


Maxima PLUSH 7wt

5 After most of the oil from the IFP reservoir has moved to the damper body, use the palm of your hand to tap down on the top of the damper body repeatedly to move oil back into the reservoir. This will further assist in purging air bubbles from the system.

Do not allow the oil level in the damper body or IFP reservoir to become low; this will allow air into the system.

Continue this process of tapping the top of the damper body and the reservoir until no more bubbles emerge from either side, and oil is in both.

6 Place the palm of your hand over the top of the damper body to prevent oil from ejecting out when the IFP is installed.

7 With your hand still firmly on the damper body (do not remove your hand from the damper body), place the IFP, greased o-ring end outward/up, into the IFP reservoir evenly.

Confirm the IFP is oriented in the correct position, as pictured.

⚠CAUTION

Always wear safety glasses. Do not allow oil, fluid, grease, lubricant, or cleaner to contact your eyes or face. Seek immediate medical attention if irritation occurs.

Base, Select, Select+, Ultimate

Base, Select, Select+, Ultimate

Ultimate Flight Attendant

Ultimate Flight Attendant

Place a shop towel over the IFP to absorb oil that may purge from the IFP bleed hole when the IFP is pressed into the reservoir.

Do not completely cover the IFP bleed hole in the center of the IFP with your finger or thumb when installing the IFP. Oil will purge through the IFP bleed hole when the IFP is installed.

With your finger and thumb, slowly push the IFP into the reservoir just enough for the o-ring to clear the end of the reservoir can. Stop when you feel the o-ring clear the edge of the reservoir can. Remove the shop towel.

Do not remove your hand from the damper body.

Ultimate Flight Attendant

Ultimate Flight Attendant

8 With your hand still over the top of the damper body, place the RockShox IFP Height Tool onto the IFP.

Slowly and carefully, push down on the IFP Height Tool to push the IFP into the reservoir to a depth of approximately 20 mm (use a ruler or the 39 mm or 41 mm mark on the tool for scale).

Oil will purge from the bleed holes in the IFP tool.

Remove the IFP Height Tool. Do not remove your hand from the damper body.

The IFP should be submerged in oil, at a depth of approximately 20 mm in the reservoir.

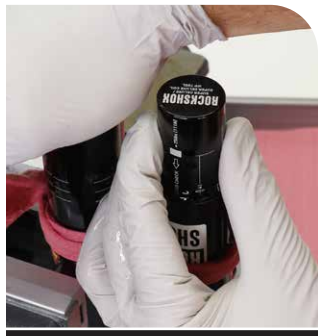
20 mm depth is NOT the final IFP depth. Final IFP depth will be set after the piston/shaft assembly has been installed.

⚠CAUTION- EYE HAZARD

Oil may eject from the IFP into the tool if you push the IFP too quickly. Do not look directly into the reservoir or IFP Height Tool as you push the IFP down. Wear safety glasses.

IFP Height Tool

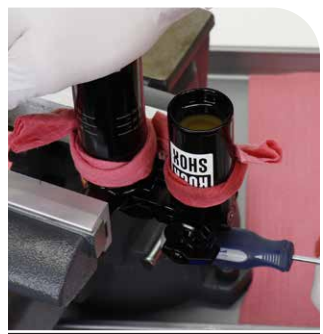
≈20 mm IFP Height Tool



≈20 mm IFP Height Tool

9 With your hand still covering the damper body, lightly tap the end of the damper body eyelet and the reservoir with a plastic wrench handle to purge any remaining air bubbles.

Tool with plastic handle



Tool with plastic handle

10 With your hand still covering the damper body, apply a dab of grease on the end of the TORX T10 wrench to hold the bleed screw on the wrench, and carefully install the IFP bleed screw into the IFP.

Tighten the bleed screw and stop when the IFP starts to spin. Resistance will be felt just before the IFP starts to spin.

11 Remove your hand from the damper body.

Pour Maxima PLUSH 7wt Suspension Oil into the damper body until it is level with the top.

Remove visible bubbles.

Damper Piston/Shaft/Eyelet Installation and Bleed

Procedures for Vivid Ultimate Flight Attendant are the same, unless otherwise described and/or pictured.

V1 tools, parts, and/or assemblies may be pictured. Procedures are the same for V1 and V2 parts and/or assemblies, unless otherwise pictured or described.

1 Thread the short (A) or tall (B) inner Sealhead Spring Compressor Tool into the (C) outer Sealhead Spring Compressor Tool until the ends are flush.

Note: There are two lengths of the inner Sealhead Spring Compressor Tool. Use the inner tool that is compatible with the shock length.

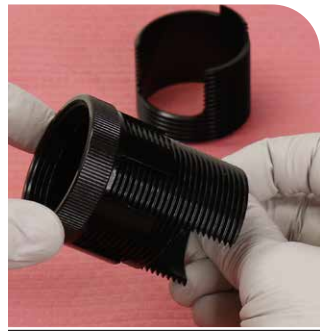
Sealhead Spring Compressor Tool Bleed Clip: There are two versions of the Bleed Clip. Bleed Clip V1 is NOT compatible with 205 mm and 230 mm length Vivid C1.

Shock Length (mm)	Shock Stroke (mm)	Inner Sealhead Spring Compressor Tool	Bleed Clip	
165, 190	37.5 - 45	Short	V1	V2
185, 210	47.5 - 50			
205, 230	57.5 - 65	Tall	-	V2
225, 250	67.5 - 75		V1	V2

Inner Compressor Tool - Short


Inner Compressor Tool - Short

Inner Compressor Tool - Tall


Inner Compressor Tool - Tall


Bleed Clip V1


Bleed Clip V2

2 Slide the sealhead and spring toward the piston until it stops.

3 Place the Vivid Counter Measure Spanner onto the sealhead. The pin hole to the left of the bleed port should be visible.

DO NOT cover the bleed hole with the spanner tool. The nylon compression ball and bleed screw cannot be installed if the bleed hole is covered.

NOTICE

Do not scratch the damper shaft.

Vivid Counter Measure Spanner

Vivid Counter Measure Spanner

4 Place the Counter Measure wrench, onto the Counter Measure spanner.

NOTICE

Do not scratch the damper shaft.

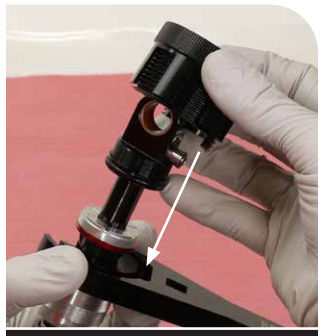
Vivid Counter Measure Wrench

Vivid Counter Measure Wrench

5 Slide the bumper, travel spacer, and plate down to the wrench.

6 Install the Counter Measure Sealhead Spring Compressor Tool over the eyelet and damper shaft and insert the tab on the compressor tool into the notch in the wrench.

The notch in the wrench prevents the inner sealhead spring compressor tool from rotating when the outer sealhead spring compressor tool is rotated.



Sealhead Spring Compressor Tool

Sealhead Spring Compressor Tool

Counter Measure Sealhead Spring Compressor Tool and Vivid Counter Measure Wrench

7 Install the eyelet Bleed Clip under the eyelet and onto the Counter Measure Sealhead Spring Compressor Tool.

Bleed Clip V1

Bleed Clip V1

Bleed Clip V1 and Counter Measure Sealhead Spring Compressor Tool

Bleed Clip V2

Bleed Clip V2

Bleed Clip V2 and Counter Measure Sealhead Spring Compressor Tool

8 Rotate the outer Counter Measure Sealhead Spring Compressor Tool counterclockwise by hand until it stops.

When the tool stops rotating the Counter Measure sealhead spring will be fully compressed against the piston. The piston/sealhead/damper shaft assembly cannot be installed if the sealhead spring is not fully compressed.

Counter Measure Sealhead Spring Compressor Tool

Counter Measure Sealhead Spring Compressor Tool

Counter Measure Sealhead Spring Compressor Tool

9 Insert a flat plastic pick in the check piston groove under the lowest shim and gently pry the shim upward to allow any trapped air bubbles to escape during piston and sealhead installation. Lifting the shim creates a relief path for oil and oil pressure to exit, reducing pressure on the IFP, during installation.

⚠CAUTION

Always wear safety glasses. Do not allow oil, fluid, grease, lubricant, or cleaner to contact your eyes or face. Seek immediate medical attention if irritation occurs.

Flat plastic pick

Flat plastic pick

10 While holding the shim with the flat pick, slowly insert the damper piston into the damper body.

Oil will displace through the piston and shims as the piston is installed. Remove the flat plastic pick when oil is above the check piston and shim.

Push the sealhead into the damper body until the sealhead threads contact the damper body.

Flat plastic pick

Flat plastic pick

Flat plastic pick

11 Thread the sealhead into the damper body to engage the threads.

Vivid Counter Measure Wrench

12 Thread the sealhead into the damper body until it stops.

Oil will purge through the sealhead bleed hole.

Vivid Counter Measure Wrench

Vivid Counter Measure Wrench

Vivid Counter Measure Wrench

Vivid Counter Measure Wrench

13 Tighten the sealhead to the specified torque.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

Vivid Counter Measure Wrench	34 N·m (300 in-lb)

14 **Set IFP to Specified Depth:** Insert a 3 mm hex wrench through the correct slot (33 mm, 35 mm, 39 mm, or 41 mm) in the RockShox IFP Height Tool.

Reservoir Upgrade: If the shock reservoir was upgraded with an Ultimate RC2T reservoir, set the IFP depth to 41 mm.

Model	Stroke / Length	IFP Depth (mm)
Base	All	35
Select		
Select+		41
Ultimate DH		
Ultimate		
Ultimate Flight Attendant	37.5 - 65	33
	67.5 - 75	39

IFP Height Tool 3 mm

Slowly push the RockShox IFP Height Tool down into the reservoir to push the IFP down to the appropriate depth.

The IFP Height Tool will stop when the hex wrench contacts the reservoir.

Do not remove the RockShox IFP Height Tool.

⚠CAUTION

The IFP must be set to the specified depth. Failure to set the IFP to the specified depth will result in separation of the reservoir cap from the reservoir when the shock is compressed, which will cause permanent damage to the shock and possible injury to the rider.

⚠CAUTION - EYE HAZARD

Do not look directly into the reservoir or damper body bleed port as you push the IFP Height Tool down into the reservoir. Oil may eject from the damper body bleed port and/or RockShox IFP Height Tool if the IFP Height Tool is pushed down too fast. Wear safety glasses.

15 Gently tap the reservoir and the bottom of the shock with a plastic tool handle to remove any trapped air from the shock.

Tool with plastic handle

Tool with plastic handle

16 Insert a NEW nylon compression ball into the sealhead bleed port. The nylon ball should be submerged in oil.

NOTICE

To ensure proper function, do NOT reuse the original compression ball.

17 Install the bleed screw into the bleed port and thread it in until you feel it contact the nylon compression ball, then tighten the bleed screw an additional ½ turn.

T10

T10

18 Remove the IFP Height Tool from the reservoir.

Remove the 3 mm hex wrench from the tool.

The IFP is now set to the correct position.

IFP Height Tool

IFP Height Tool

19 To check the bleed quality, insert the RockShox IFP Height Tool back into the IFP reservoir and press down on the IFP with the IFP Height Tool, applying approximately 25 lbs / 111 N of force.

NOTICE

Do not push the tool in with more than 25 lbs / 111 N of force. Excess pressure can cause oil to bypass the IFP seal.

The IFP should feel firm and should not compress. If the bleed check window (33 mm, 35 mm, 39 mm, or 41 mm IFP height) on the tool is compressed beneath the edge of the reservoir, the system will need to be re-bled.

Remove the RockShox IFP Height Tool.

To re-bleed the system, the shock must be disassembled and reassembled beginning with IFP removal. Complete all disassembly, reassembly, and bleed procedures before continuing.

Reservoir Upgrade: If the shock reservoir was upgraded with an Ultimate RC2T reservoir, the IFP depth should be set to 41 mm and the 41 mm bleed check window should be referenced to check bleed quality.

Model	Stroke / Length	IFP Depth (mm)
Base	All	35
Select		
Select+		41
Ultimate DH		
Ultimate		
Ultimate Flight Attendant	37.5 - 65	33
	67.5 - 75	39


IFP Height Tool


Bleed check window (33 mm, 35 mm, 39 mm, or 41 mm)


Bleed check window (33 mm, 35 mm, 39 mm, or 41 mm)


Bleed check window (33 mm, 35 mm, 39 mm, or 41 mm)


IFP Height Tool

20 Remove the shock from the vise.

Pour any excess oil out of the IFP reservoir.

Clamp the shock back into the vise.

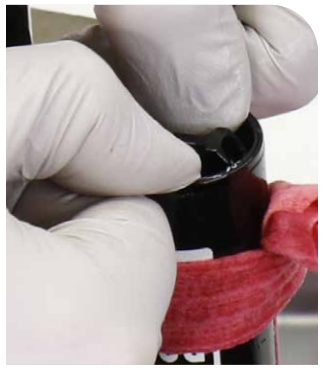
Wipe away any oil from the damper body and reservoir with a clean shop towel.


Oil pan

21 Apply a thin layer of grease to the IFP reservoir cap o-ring.

Install the IFP reservoir cap into the reservoir and push it into the reservoir until the retaining ring groove is visible.

RockShox Dynamic Seal Grease



22 Insert one end of the retaining ring into the groove.

Push the retaining ring around the reservoir and into the retaining ring groove until it is completely seated.

Push the retaining in the groove with a pick and confirm the retaining ring is completely seated in the retaining ring groove.

⚠CAUTION- EYE HAZARD

The retention ring can eject rapidly as it is installed. Wear safety glasses.

To avoid shock failure and possible injury, confirm the retaining ring is completely seated in the retaining ring groove before pressurizing the reservoir.

Pick (non-metallic)

Pick (non-metallic)

23 Use a pick to pull up on the IFP reservoir cap to seat it against the retaining ring.

Pick

24 Reinstall the Schrader valve into the IFP reservoir cap.

Schrader valve core tool

25 Install the red RockShox rear shock air valve adapter tool onto the shock pump.

Thread the adapter tool into the reservoir cap/air valve. Pressurize the reservoir to 200 psi / 13.8 bar.

Unthread the red adapter tool from the reservoir cap/air valve with the shock pump still attached.

NOTICE

Do not separate the shock pump from the air valve adapter tool. Separating the pump from the adapter first will allow all of the air to escape from the reservoir.

Nitrogen can be substituted if the proper fill equipment is available.

Rear Shock Air Valve Adapter Tool Shock pump

200 psi / 13.8 bar

26 Install a new o-ring onto the reservoir air valve cap.
Install the air valve cap into the reservoir cap.

Schrader valve core tool

Remove Sealhead Compressor Tool

V1 tools, parts, and/or assemblies may be pictured. Procedures are the same for V1 and V2 parts and/or assemblies, unless otherwise pictured or described.

1 Rotate the outer sealhead spring compressor tool clockwise to release pressure from the sealhead and eyelet Bleed Clip.

Remove the eyelet Bleed Clip, the compressor tools, and the Counter Measure wrench and Vivid spanner insert from the shock.

NOTICE

Do not scratch the damper shaft.

Counter Measure Sealhead Spring Compressor Tool

Counter Measure Sealhead Spring Compressor Tool

Bleed Clip V1

Bleed Clip V2

Counter Measure Sealhead Spring Compressor Tool

Counter Measure Sealhead Spring Compressor Tool

Vivid Counter Measure Wrench

Vivid Counter Measure Spanner

2 Slide the bumper, travel spacer, and plate upward to the eyelet.

3 Remove the shop towels.

4 Clean the shock.

RockShox Suspension Cleaner

RockShox Suspension Cleaner

Procedures for Vivid Ultimate Flight Attendant are the same, unless otherwise described and/or pictured.

V1 tools, parts, and/or assemblies may be pictured. Procedures are the same for V1 and V2 parts and/or assemblies, unless otherwise pictured or described.

1 Insert the rebound adjuster knob into the rebound adjuster cam.

Rotate the rebound adjuster cam fully clockwise until it stops.

The rebound adjuster cam must be rotated full clockwise to allow clearance for positive and negative sealhead installation.

Remove the rebound adjuster knob.

2 Install a new sag o-ring.

3 Apply grease to the inside surface of the grey negative sealhead.

Install the grey negative sealhead onto the damper body, wiper seal first.

RockShox Dynamic Seal Grease

4 Install the silver positive sealhead assembly onto the damper body, hex end first. Thread the sealhead onto the damper body by hand until it stops.

5 Install the Vivid Damper Body Protectors.

Insert the Vivid Sealhead Crowfoot Tool onto the silver sealhead, above the damper body protectors. Slide the protectors up to the tool to secure the crowfoot tool in place.

NOTICE

Do not scratch the damper body.

Vivid Damper Body Protectors

Vivid Damper Body Protectors

Vivid Sealhead Crowfoot Tool

Vivid Sealhead Crowfoot Tool

Vivid Sealhead Crowfoot Tool | Vivid Damper Body Protectors

6 Tighten the silver positive sealhead to the specified torque.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

NOTICE

Do not scratch the damper body.

Vivid Sealhead Crowfoot Tool | 17 N·m (150 in-lb)

7 Remove the Vivid Sealhead Crowfoot Tool and the Vivid Damper Body Protectors.

Vivid Sealhead Crowfoot Tool

Vivid Damper Body Protectors

8 Slide the grey sealhead up.

9 Inject 3 mL (1.5 pillow pack) Maxima PLUSH Suspension Lube Light onto the silver positive sealhead.

Inject 1 mL (0.5 pillow pack) Maxima PLUSH Suspension Lube Light onto the grey negative sealhead.

3 mL Positive

1 mL Negative

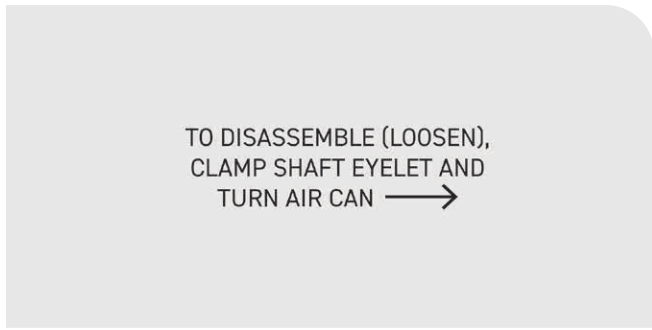
10 Apply grease to the outer sealhead o-rings and the eyelet o-ring.

RockShox Dynamic Seal Grease

11 Install the inner air can.

Thread the inner air can onto shaft eyelet hand tight until it stops.

Assemble/Tighten/Thread Direction: Rotate the inner air can in the opposite direction printed on the inner can.



Rotational direction - Inner Air Can

12 Slide the grey negative sealhead up and thread it into the inner air can until it stops.

13 Install the Vivid Damper Body Protectors onto the damper body.

Two Vivid damper body protectors are included in the 100 and 200 Hour Service kits.

NOTICE

To avoid permanent damage to the damper body, do not attempt to tighten the grey negative sealhead without Vivid Damper Body Protectors installed.

Vivid Damper Body Protectors

Vivid Damper Body Protectors

14 Remove the shock from the vise. Clamp the shaft eyelet in the vise.

Slide the Vivid Damper Body Protectors toward the grey sealhead until they stop.

Vivid Damper Body Protectors

15 Use the Vivid Sealhead Crowfoot Tool to tighten the grey negative sealhead hand tight.

NOTICE

Do not scratch the damper body.

Vivid Sealhead Crowfoot Tool

16 Tighten the grey negative sealhead to the specified torque.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

When the grey negative sealhead is tightened to the inner air can, the inner air can will also be tightened to the eyelet to the specified torque.

NOTICE

Do not scratch the damper body.

Vivid Sealhead Crowfoot Tool | 10 N·m (90 in-lb)

17 Remove the Vivid Damper Body Protectors.

Vivid Damper Body Protectors

18 Remove the shock from the vise. Clamp the shock back in the vise with the shaft eyelet oriented upward.

Install the red Travel Volume Reducer(s) that was removed originally.

Only install the original number of red travel volume reducers included with the shock. Do not install additional red travel reducers. For more information about Travel Volume Reducers and Eyelet Travel Reducers, refer to Bottomless Tokens and Travel Reducers.


Travel Volume Reducer


Travel Volume Reducer

19 **Spring Tuning - Bottomless Tokens Installation:**

If air can (100 hour) or complete (200 hour) service is being performed, install Bottomless Tokens **only after** either service is complete.

Install each Bottomless Token (4 Max) onto the inner air can in the correct orientation(s), as pictured.

Install Bottomless Token(s) (0-4) above the Travel Reducer spacer(s).

For more information about Bottomless Tokens, refer to Bottomless Tokens and Travel Reducers.


Bottomless Token


Bottomless Token


Bottomless Token

20 Apply grease to the upper and lower inner air can o-rings, and the grey negative sealhead outer o-ring.

RockShox Dynamic Seal Grease

21 Install the outer air can over the inner air can and o-ring seal.

Slide the outer air can over the inner air can o-ring until it clears the retaining ring groove at end of inner.

22 To secure the outer air can, install the retaining ring into the groove on the inner air can by hand. Confirm the retaining ring is completely in the groove before proceeding.

23 Push retaining ring to rotate it and position the ends of the ring away from the groove.

Flat blade screwdriver

24 Slide the outer air can towards the retaining ring until it stops and the retaining ring is hidden from view.

25 Rotate the reservoir and orient it to the original position, if required - (in-line with or perpendicular to shaft eyelet).

Rotate the outer air can and orient the air valve to the original position - (1 o'clock, 5 o'clock, 7 o'clock, or 11 o'clock - see specification).

NOTICE

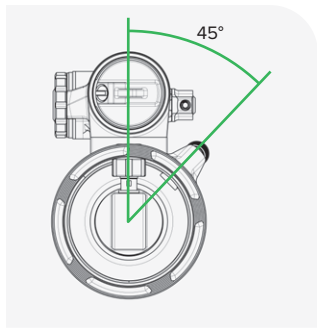
The reservoir and the air can air valve must be rotated to the original orientation before the shock is installed onto the bicycle to prevent damage to the shock and the bicycle.

Reservoir

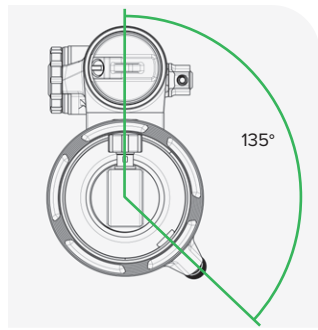
Reservoir

Outer air can / air valve

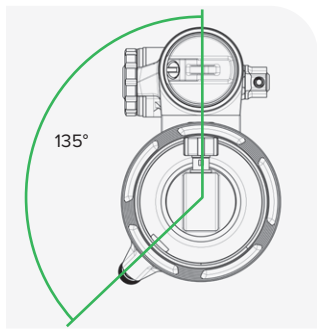

Outer air can / air valve



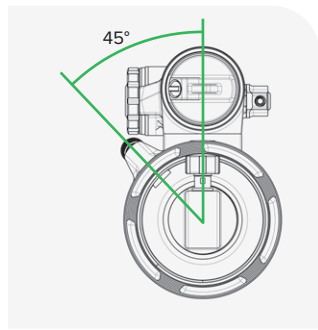
1 o'clock



5 o'clock



7 o'clock



11 o'clock

26 Install the Schrader valve core.

Schrader valve core tool

27 Pressurize the shock enough to extend the damper to full top out, around 50 psi / 3.5 bar.

Shock pump

28 Install the air valve cap.

29 Clean the shock.


RockShox Suspension Cleaner


RockShox Suspension Cleaner

30 Install the rebound adjuster and rotate it to the original setting.




For shocks with a Standard Eyelet damper body, go to Mounting Hardware Installation - Standard Eyelet.

For shocks with a Bearing Eyelet damper body, go to Bearing Mount Installation.

Shock Eyelet Service - Standard Eyelet

Deluxe is pictured. Procedures are the same for Vivid (Gen C).

NOTICE

To prevent damage to the shock, clamp the shock with vise soft jaws in a vise. Do NOT clamp any part of the shock against steel vise jaws. Before clamping the shock in place in the vise with vise soft jaws, confirm no part of the shock interferes with, or could be damaged by, the vise or the vise soft jaws.

Mounting Hardware Installation - Standard Eyelet

Some mounting hardware is easily installed using only your fingers. Press the bushing pin into the standard shock eyelet bushing until the pin protrudes from both sides of the eyelet an equal amount. Next, press an end spacer, large outer diameter side first, onto each end of the bushing pin. If this works, you have completed mounting hardware and bushing service.

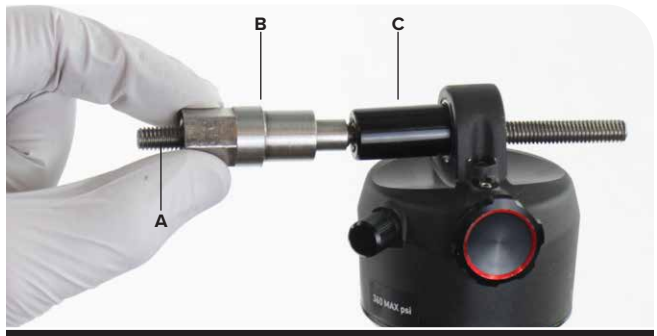
If you are unable to install your standard eyelet mounting hardware using your fingers, use the RockShox Rear Shock 1/2" x 1/2" Bushing Tool.

1 Thread the small end of the push pin (A) onto the threaded rod (B) until the rod protrudes from the hex-shaped end of the push pin.

RockShox 1/2" x 1/2" Rear Shock Bushing Tool

2 Insert the pin into the eyelet bushing.

3 Insert the threaded rod (A) through the bushing pin, then through the eyelet so that the bushing pin (B) is positioned between the push pin (C) and the eyelet.



RockShox 1/2" x 1/2" Rear Shock Bushing Tool

4 Thread the large, open end of the catcher (A) onto the threaded rod (B) until the catcher rests on the eyelet.

RockShox 1/2" x 1/2" Rear Shock Bushing Tool

5 Hold the catcher secure with a 13 mm wrench.

Use a second 13 mm wrench to thread the push pin along the rod until it pushes the bushing pin into the shock eyelet bushing.

NOTICE

Do not damage the shock with the wrenches.

Use one spacer to check the pin position. The pin should be centered in the eyelet.

Continue to thread the push pin until the bushing pin protrudes from both sides of the eyelet an equal amount.

You may need to unthread the catcher slightly to check the bushing pin spacing.

Remove the bushing tool.


13 mm 13 mm

6 Press an end spacer, tapered side first, onto each end of the bushing pin.

The bushing pin should be centered in the eyelet and no portion of either end should protrude from either end spacer. Re-center the bushing pin if necessary.

Upgrade (optional) - Standard Eyelet to Bearing Adapter (26 mm V1 and V2)

The RockShox Rear Shock Bearing Adapter is only compatible with a bearing mount frame (30 mm mount width). Confirm compatibility with the frame manufacturer before installation.

The RockShox Rear Shock Bearing Adapter (26 mm V1 and V2) is compatible with the Vivid (Gen C) damper shaft eyelet and damper body eyelet.

The damper shaft eyelet is pictured. Procedures are the same for the damper body eyelet.

A new RockShox Rear Shock Bearing Adapter (26 mm V2) is pictured. A new RockShox Bearing Adapter (26 mm V2) includes one bearing in the non-dimpled adapter that is not completely seated and must be pressed and seated into the adapter before the shock can be installed onto a bicycle. Procedures are the same for an original, previously installed, V1 or V2 bearing adapter unless otherwise pictured and/or described.

The standard eyelet bushing must be removed before the Bearing Adapter can be installed.

NOTICE

A Vivid (Gen C) with a standard eyelet (damper body eyelet and/or shaft eyelet) is compatible with a 26 mm RockShox Rear Shock Bearing Adapter only. To avoid permanent damage to a Vivid (Gen C) rear shock, do NOT install a 23 mm RockShox Rear Shock Bearing Adapter into the damper body and/or damper shaft standard eyelet.

Bearing Adapter Installation

1 Remove both bearing covers and set them aside.

Pick (non-metallic)

Pick (non-metallic)

2 Confirm the crush ring is seated in the groove on the adapter.

Insert the internal threaded bearing adapter (does not include a dimple on each hex flat) into the eyelet and gently press it into the eyelet squarely.

Verify the crush ring is installed in the groove and not pinched between the bearing adapter and the eyelet.

Stop when the crush ring is approximately halfway installed into the eyelet.

3 Install the external threaded bearing adapter (**note**: V2 includes a dimple on each hex flat) into the eyelet and thread it into the internal threaded bearing.

Stop when both crush rings are approximately halfway installed into the eyelet.

Rotate both bearing adapters and confirm the crush rings are in the adapter grooves and the eyelet, and are not pinched between the bearing adapter and the eyelet.

Continue to thread the bearing adatper sides together by hand.

4 Clamp one side of the bearing adapter into a vise with soft jaws.

Bench vise with soft jaws

5 Place the 26 mm bearing adapter socket onto the bearing adapter.

NOTICE

Do NOT use a standard 26 mm socket to install or remove the RockShox Rear Shock Bearing Adapter. A standard socket may contact the shock and may cause permanent damage. Use ONLY the RockShox Bearing Adapter Socket (26 mm).

Do not damage the shock during bearing adapter removal and/or installation.

RockShox Bearing Adapter Socket (26 mm)

RockShox Bearing Adapter Socket (26 mm)

6 Tighten the bearing adapter to the specified torque.

NOTICE

Do NOT use a standard 26 mm socket to install or remove the RockShox Rear Shock Bearing Adapter. A standard socket may contact the shock and may cause permanent damage. Use ONLY the RockShox Bearing Adapter Socket (26 mm).

Do not damage the shock during bearing adapter removal and/or installation.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

RockShox Bearing Adapter Socket (26 mm) | 10 N·m (90 in-lb)

Remove the shock from the vise.

7 **V1 New and Original Bearing Adapter, and V2 Original Bearing Adapter (if removed before service):** Install both bearing covers.

8 **V2 New Bearing Adapter:** Install both bearing covers and position the bearing adapter in the vise.

A new RockShox Bearing Adapter (26 mm V2) includes one bearing in the non-dimpled adapter that is not completely seated and must be pressed and seated into the adapter before the shock can be installed onto a bicycle.

Gently close the vise and press the raised bearing into the bearing housing until it stops and the bearing is fully seated into the bearing housing. The bearing cover should also be fully seated in the bearing housing.

NOTICE

Do not overtighten the vise. Overtightening the vise can cause permanent damage to the bearings.

Bench Vise with Soft Jaws

Bench Vise with Soft Jaws

9 Measure the total width of the installed RockShox Rear Shock Bearing Adapter, with both bearing covers installed, and confirm the total width is within specification.

Digital Caliper	29.75 mm ±0.15 mm

If a Bearing Adapter is installed, remove before performing shock service.

Bearing Eyelet Mount

Replace the bearings if they are not spinning freely, or if they are making a creaking noise.

Bearing Mount Installation

Install the Bearing Eyelet Mount Assembly after service is complete.

NOTICE

To prevent damage to the shock, clamp the shock with vise soft jaws in a vise. Do NOT clamp any part of the shock against steel vise jaws. Before clamping the shock in place in the vise with vise soft jaws, confirm no part of the shock interferes with, or could be damaged by, the vise or the vise soft jaws.

1 Install the bearing eyelet mount assembly and bolts. Tighten the bolts evenly to the specified torque.

⚠WARNING - CRASH HAZARD

Parts must be tightened to the specified torque. Failure to do so can result in SERIOUS INJURY OR DEATH.

3 mm	6.2 N•m (55 in-lb)

Install the bearing dust covers when the shock is installed back onto the bicycle.

Ultimate Flight Attendant - Rear Shock Module Installation and Check Function

Install the Flight Attendant Rear Shock Module after service is complete.

1 Apply a light layer of grease to the Rear Shock Module o-ring.

RockShox Dynamic Suspension Grease

RockShox Dynamic Suspension Grease

2 The keyed ends of the Rear Shock Module and the compression damper adjuster must be aligned before installation. Check for alignment before installation.

If the keys are not aligned, rotate the compression adjuster key until it is aligned with the internal key in the Rear Shock Module.

RockShox Schrader Valve Tool

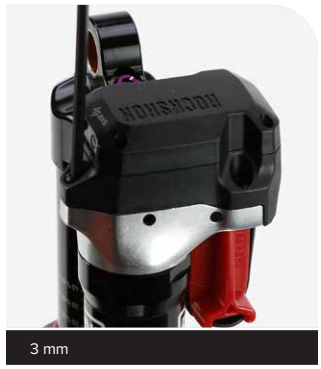
3 Install the Rear Shock Module onto the shock and evenly tighten each cap screw to the specified torque.

NOTICE

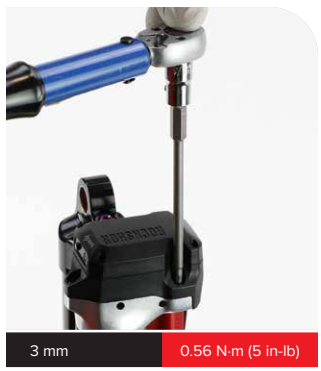
Confirm the Rear Shock Module sits flush against the reservoir neck before tightening the module screws.

Do not over-tighten the Rear Shock Module screws, as this can damage the module housing.

3 mm



3 mm



3 mm | 0.56 N·m (5 in-lb)

3 mm | 0.56 N·m (5 in-lb)

4 Remove the battery block and install the SRAM battery.

Rear Shock Module Homing/Power Cycle Process: When the battery is installed, the system should smoothly complete the homing/power cycle process (compression damper reset), which adjusts the compression damper to the Open Postion. If the internal motor hesitates, exhibits repeated efforts to initiate the homing/power cycle process, or produces clicking noises, the Rear Shock Module may be installed incorrectly.

Loosen each Rear Shock Module cap screw, then remove and reinstall the SRAM battery. Verify the homing/power cycle process executes smoothly. When confirmed, evenly tighten each cap screw (5 Nm / 0.56 in-lb).

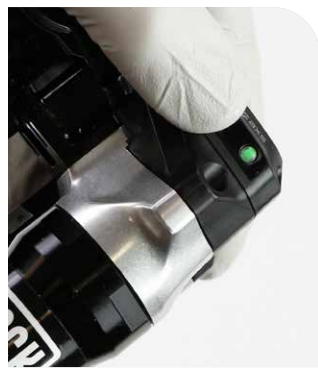
5 To confirm the rear shock module functions properly, install the SRAM battery. The rear shock module motor should complete a power cycle which adjusts the compression damper toward the Open Position.

Single press the AXS button and listen for the adjuster motor to actuate. If the motor does not actuate, there may be a problem and the shock will need to be disassembled and reassembled.

Note: One double press of the AXS button will adjust the compression damper toward the Open position. One single press of the AXS button will adjust the compression damper toward the Lock position.

If the internal motor hesitates, exhibits repeated efforts to initiate the homing/power cycle process, or produces clicking noises, the Rear Shock Module may be installed incorrectly.

Loosen each Rear Shock Module cap screw, then remove and reinstall the SRAM battery. Verify the homing/power cycle process executes smoothly. When confirmed, evenly tighten each cap screw (0.56 in-lb / 5 Nm).



Test with rear shock installed on bicycle: When the rear shock is installed back into the bicycle frame, test function again.

Adjust the rear shock to the Lock position, and compress the frame suspension to confirm the shock locks properly.

Shock Installation and Setup

1. Reinstall the rear shock as instructed by your frame manufacturer.
2. Pressurize the rear shock to the pre-service air pressure written down in the Record Your Settings table. Refer to the *RockShox Suspension Tuning Guide* for procedures on setting rear shock air pressure and spring sag.
3. Adjust the rebound and compression settings to the pre-service settings written down in the Record Your Settings table.
   Ultimate Flight Attendant: Refer to the Flight Attendant User Manual for procedures to set Low Speed Compression damping.
4. **Test with rear shock installed on bicycle:** When the rear shock is installed back into the bicycle, test function again. Adjust damper settings, and compress the frame suspension to confirm the shock functions properly.

This concludes the service for your RockShox rear shock.

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