

SUBJECT: TELEMATICS BOX HOLDER REPAIR**VEHICLE(S) AFFECTED:** MY2023 CFMOTO 450SS Motorcycles (1700 Total Affected VINs)**ISSUED:** February 13, 2024

PLEASE NOTE: This dealer only safety bulletin is intended to inform service personnel regarding factory authorized warranty repairs to CFMOTO products. No other warranty coverage applies, is implied, or is to be inferred as a result of this publication. Questions regarding this publication should be directed to CFMOTO Technical Service.

Dealer Sign-off Section – Please notify the appropriate personnel	
Sales Manager	
Warranty/Svc Manager	
Technician(s)	

ISSUE:

The telematics box (T-box) on some model year 2023 450SS motorcycles may dislodge and make steering difficult. CFMOTO determined that excessive local shear stress and vehicle vibration could break the rubber rings holding the T-box, and the unsecured T-box could drop into a position that hampers steering.

To address this issue, CFMOTO improved the rubber rings, added a support bracket, and released a kit with these parts. All affected MY2023 450SS motorcycles need this T-box holder kit installed as soon as possible.

SOLUTION:

CFMOTO-USA is issuing this **MANDATORY Safety Bulletin SAF-2024-01** and requiring dealers to install the T-box holder kit on their sold and unsold inventory of all affected 450SS motorcycles.

- **Sold Affected Units:** Dealers must notify the owners and offer to install the T-box holder kit so that the safety bulletin can be performed at the dealership as per the CFMOTO warranty terms and conditions.
- **Unsold Affected Units:** Dealers must install the T-box holder kit before the units are sold and/or delivered to customers. CFMOTO warranty registration for each affected vehicle will be blocked in the system until the bulletin is completed and the submitted claim is approved.

CFMOTO-USA is also mailing **RECALL NOTICES** to the registered owners of motorcycles affected by this safety bulletin. An example of the notice is on page 9.

NOTE: Parts for this bulletin DO NOT automatically ship.

Your dealership must order parts as described on page 3.

IMPORTANT: Safety bulletins must be applied to affected vehicles.

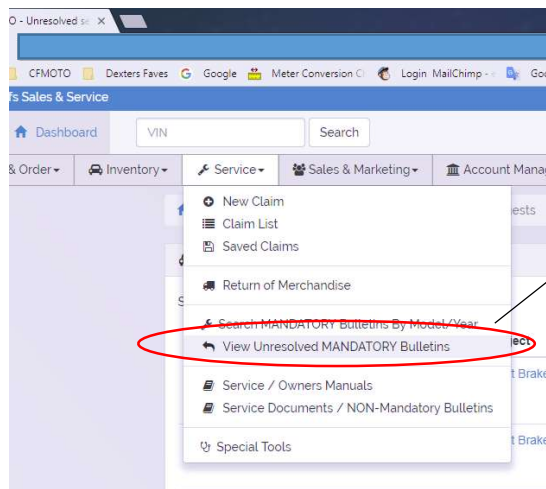
ATTENTION: Any CFMOTO dealer who sells a vehicle without completing this bulletin assumes sole liability for any accidents, claims, and/or liabilities that may arise from such sale, and agrees to defend, indemnify, and hold harmless CFMOTO for any such accidents, claims, and/or liabilities.

CFMOTO DEALER RESPONSIBILITY:

SAF-2024-01 applies only to the 1700 affected Vehicle Identification Numbers (VINs) connected to it in the CFMOTO warranty system. If a VIN does not display this mandatory bulletin in your dealer portal, then that vehicle is unaffected.

Dealerships must check their CFMOTO Dealer Portal account for affected VINs:

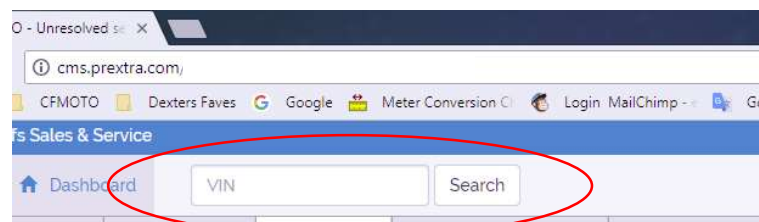
Navigate: 'Service' > 'View Unresolved MANDATORY Bulletins'. Vehicles in your inventory (sold and unsold) with Mandatory Bulletins that require your attention will display. Click the 'REPAIR' button to submit the warranty claim after the work has been completed. Claims are approved and paid once submitted.



Contact CFMOTO Technical Service for assistance if you discover a vehicle requires SAF-2024-01 but is not listed as an affected vehicle in the warranty system.

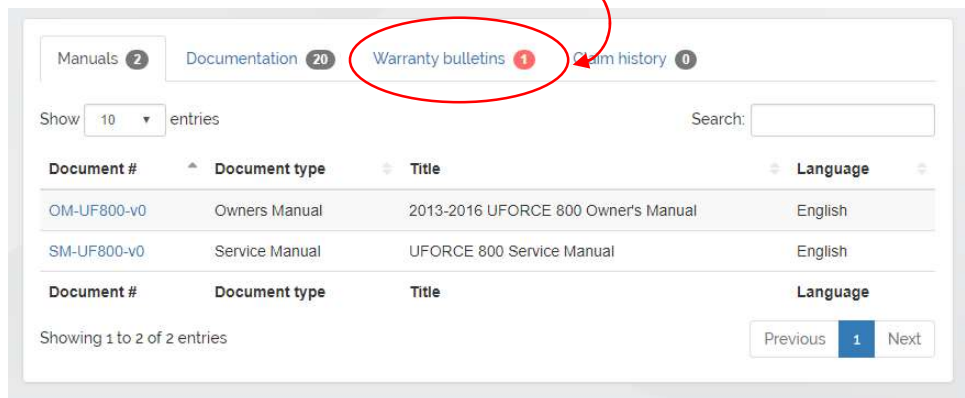
OR, to check a VIN:

Enter the VIN into the Dashboard Search.



The 'Warranty bulletins' tab will indicate if a bulletin exists.

If the warranty tab has no red indicator, the vehicle is not affected.



ORDERING THE REQUIRED PARTS:**Labor Compensation:**

0.75 Hr Labor / Unit* (*Labor time includes ordering, installation, and shipping compensation)

Parts Required:

Parts *DO NOT* automatically ship after the 'REPAIR' button for warranty claim authorization is clicked. Your dealership will receive parts only by placing an order.

MODEL	DESCRIPTION	PART NUMBER	QTY/UNIT
2023 450SS	T-box Holder Kit	6KMV-150901-B00S	1

Other Requirement(s):

1. Click the 'REPAIR' button in the dealer portal for each VIN completed.
2. A separate warranty claim must be filed if additional repairs or parts are required.

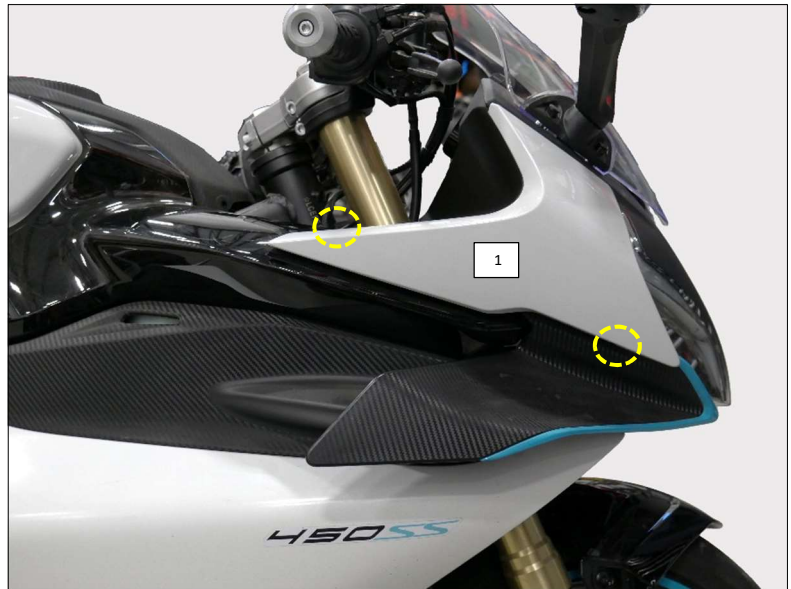
INSTALLATION INSTRUCTIONS:

Before You Begin: Read and understand the following instructions. Have the tools and materials ready to perform repairs as necessary.

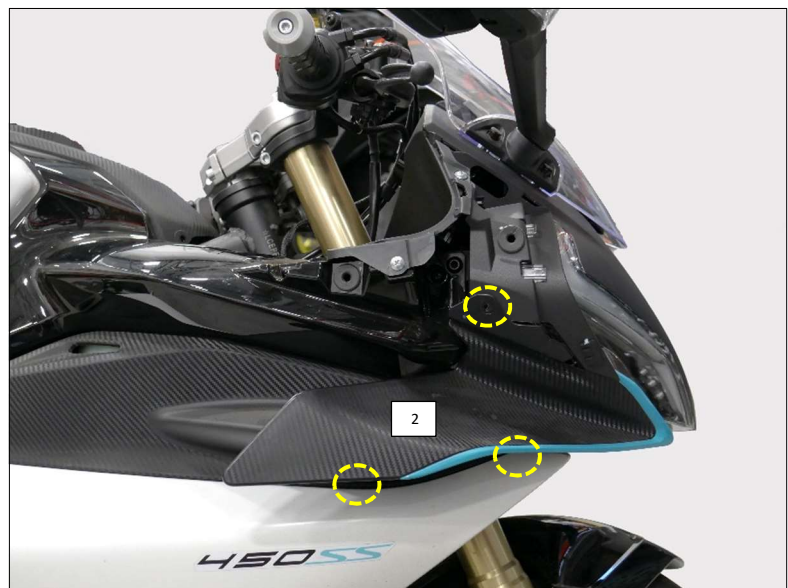
Prework: Set up the vehicle per the CFMOTO 450SS Assembly Instructions published in the dealer portal.

Tools and Supplies: 5mm Allen wrench, 5mm hex socket, 10mm open-end wrench, flathead screwdriver, Phillips screwdriver, pliers, curved needle-nose pliers

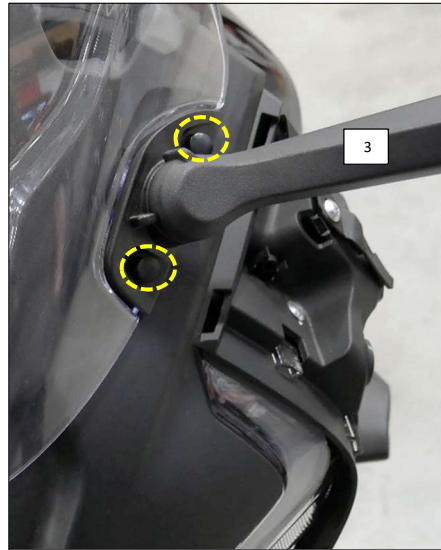
1. Remove screw and pushpin (locations circled) for the right headlight guard (1). Then remove that guard. Repeat for the left headlight guard.



2. Remove screws (locations circled) for the right wing (2). Then remove that wing. Repeat for the left wing.



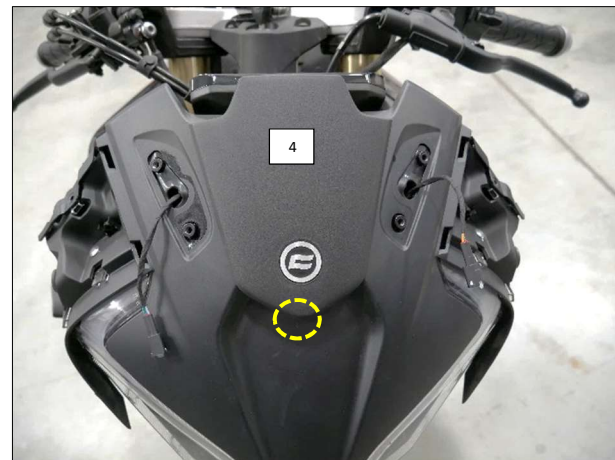
3. Remove caps and screws (locations circled) for the left mirror assembly (3). Then disconnect its wiring shown with an arrow. Repeat for the right mirror assembly.



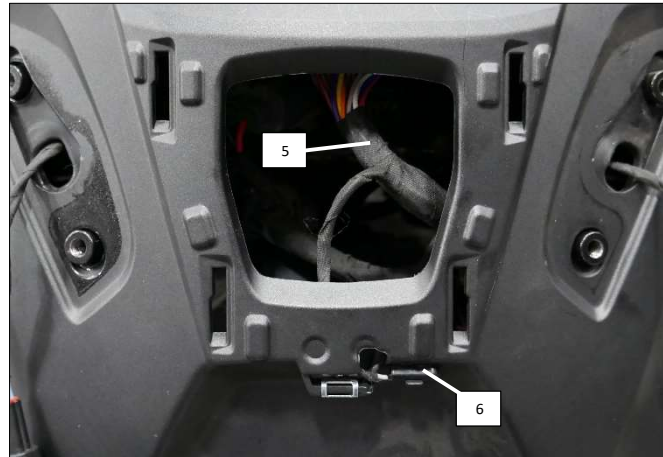
4. Remove the windshield.



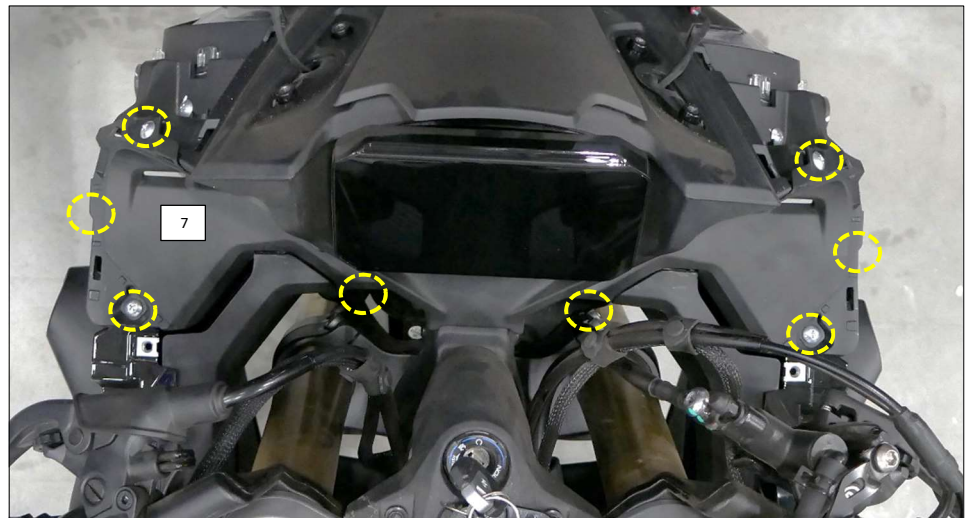
5. Remove screw (location circled) for the headlight upper press cover (4). Then remove that cover.



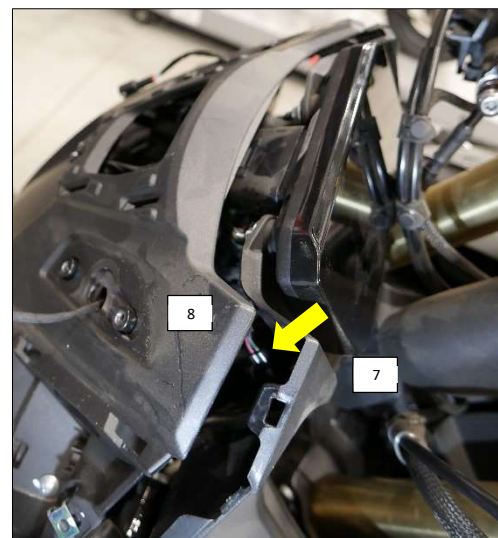
6. Disconnect the wire harness (5) from the dashboard. Then push the pictured sensor (6) through its opening in the headlight housing so that the wire won't snag when the housing is removed.



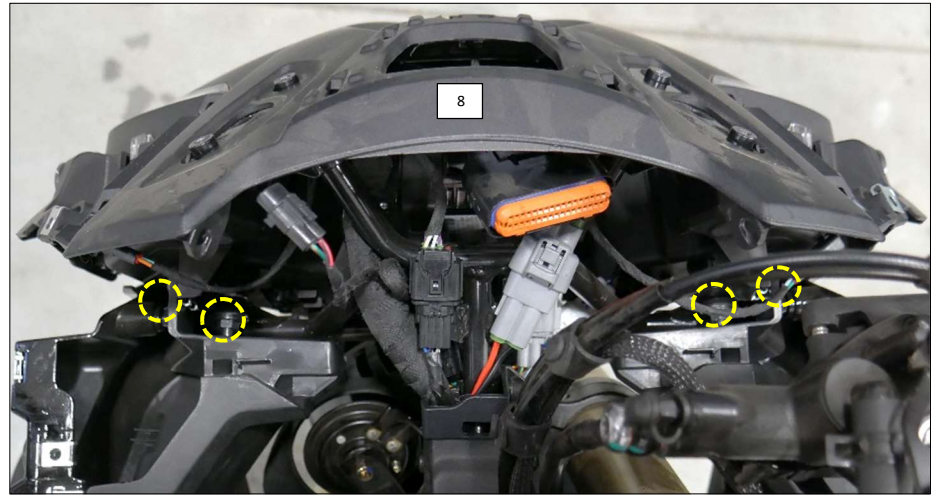
7. Remove screws and pushpins (locations circled) for the dashboard rear guard (7).



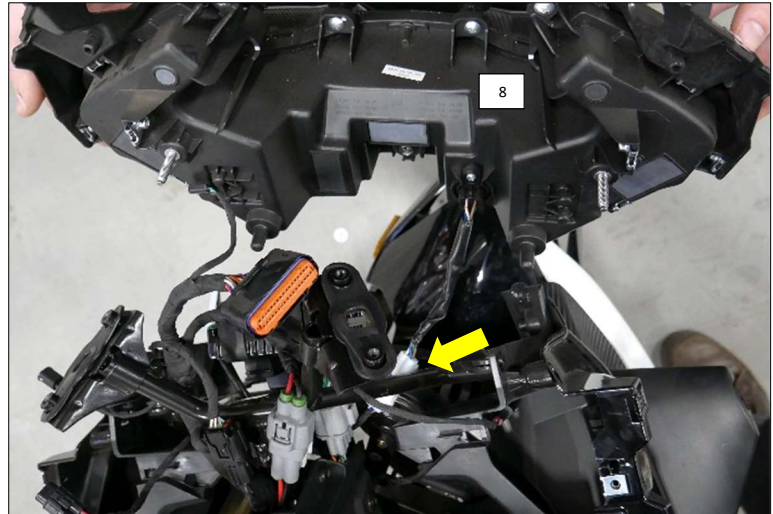
8. Separate the dashboard rear guard (7) from the headlight housing (8). Disconnect the wiring shown with an arrow. Then remove the rear guard.



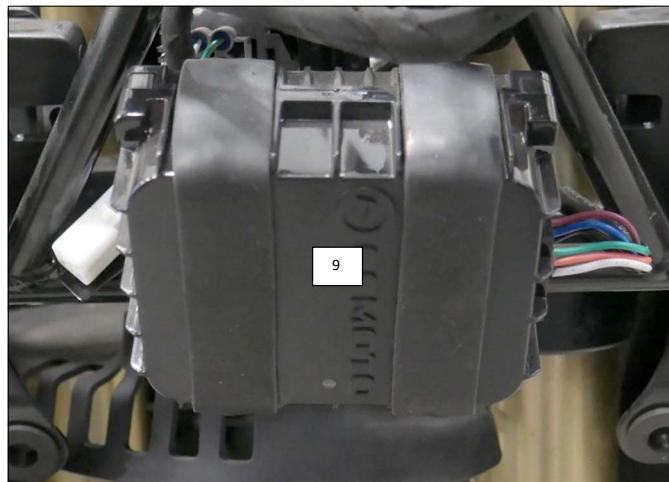
9. Remove screws and nuts (locations circled) on both sides of the headlight housing (8).



10. Detach the headlight housing (8) and disconnect the wiring shown with an arrow. Then remove the headlight housing.

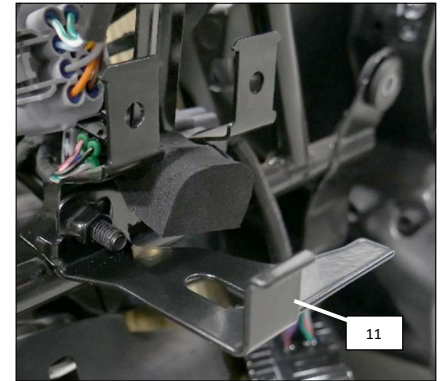
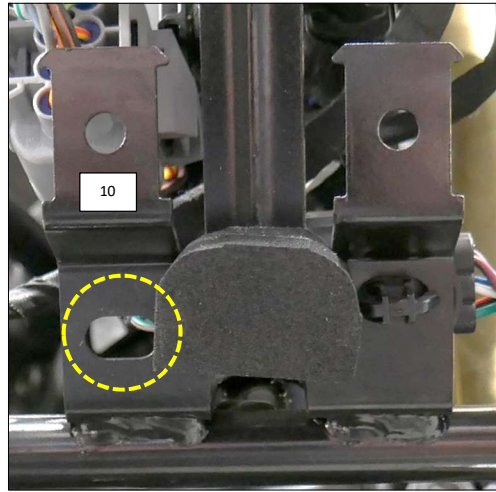


11. Remove the T-box (9) and discard the old rubber rings.

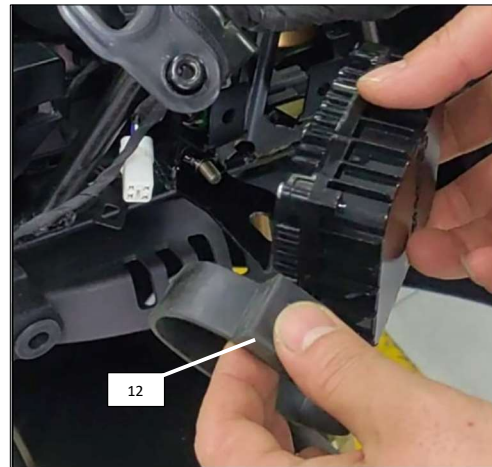


12. At the location circled, attach and secure the T-box support bracket (11) to the frame bracket (10).

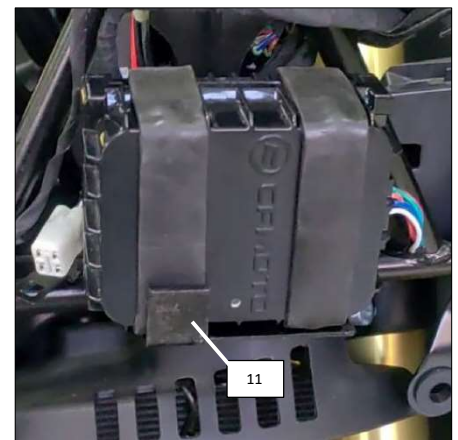
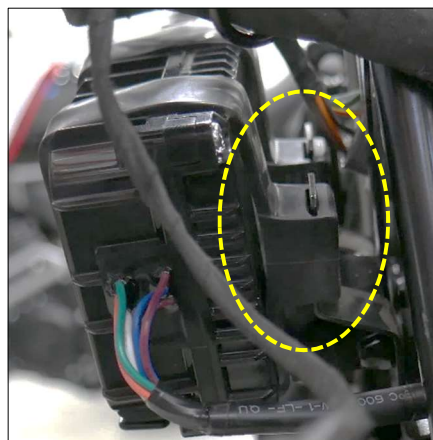
NOTE: The T-box support bracket and fastener come from the T-box holder kit.



13. Install onto the T-box the new rubber rings from the T-box holder kit. The tab (12) for each ring must face the frame bracket.



14. Slide the ring tabs over the frame bracket arms to secure the T-box to the frame. The secured T-box should sit above the T-box support bracket (11).



15. Reinstall all removed parts by reversing steps 1-10.

IMPORTANT SAFETY RECALL

PLEASE READ IMMEDIATELY

Owner
Address
Address

This Notice Applies to Your Vehicle, VIN # _____

NHTSA Recall _____ CFMOTO Recall SAF-2024-01

February 7, 2024

Dear 450SS Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. CFMOTO Powersports, Inc. (CFMOTO), is voluntarily recalling certain 450SS motorcycles. The telematics box on these motorcycles may dislodge and drop into a position that hampers steering. Our records indicate that you own an affected motorcycle.

Consumers should immediately stop using the recalled vehicles and call or contact their dealer to schedule a repair of the telematics box holder.

The reason for this notice:

You are being contacted because the Vehicle Identification Number (VIN) registered to you is listed in our warranty database as requiring Mandatory Safety Bulletin SAF-2024-01. CFMOTO recommends having an authorized CFMOTO dealer repair the telematics box holder at your earliest convenience at no cost to you.

Affected Component(s)	Repair Action(s)
Telematics Box Holder	Installation of Telematics Box Holder Kit

IT IS IMPORTANT TO HAVE THIS SAFETY UPDATE COMPLETED AS SOON AS POSSIBLE.

What you should do:

Please contact an authorized CFMOTO dealer as soon as possible to have this Mandatory Safety Bulletin performed. The repair should take less than an hour for your dealer to perform. Please discuss the dealer's schedule and length of time needed to complete the repair free of charge to you.

What CFMOTO and your Dealer will do:

Your CFMOTO dealer has been authorized and is ready to complete the repair at no cost to you, time being of the essence.

If you need assistance:

Your CFMOTO dealer is in the best position to answer all your service questions. If you have any questions that your dealer is unable to address, you can call CFMOTO Customer Care at 1-888-8CFMOTO or 763-398-2690. If you need assistance contacting or locating a CFMOTO Dealer, please call 1-888-8CFMOTO or visit the CFMOTO website at www.cfmotousa.com/dealer-locator.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey AVE SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

If you no longer own this vehicle:

This repair notice was mailed to you according to our most current purchaser registration information. If you no longer own this vehicle, or if the contact information is incorrect, please contact your local CFMOTO dealer to complete a transfer of ownership or to have the dealer update the ownership information for you.

We apologize for this inconvenience and assure you that CFMOTO remains committed to total customer satisfaction and providing high quality products for purchase by powersports enthusiasts around the world.

Sincerely,

CFMOTO Powersports, Inc.