

**SUBJECT:** FASTENER ADJUSTMENT FOR THROTTLE WIRE**VEHICLE(S) AFFECTED:** MY2023 CFMOTO Ibex 800 Motorcycles (778 Total Affected VINs)**ISSUED:** August 14, 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.

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

**ISSUE:**

The throttle wire on some model year 2023 Ibex 800 motorcycles may break, resulting in a loss of throttle response, limited engine RPM, or engine stalling. CFMOTO determined that these wire breaks are due to a configuration of 3 clasps that make the throttle wire bend excessively during steering maneuvers.

**SOLUTION:**

CFMOTO-USA is issuing this **MANDATORY Safety Bulletin SAF-2024-03** and requiring dealers to adjust the problematic configuration of throttle wire fasteners on their sold and unsold inventory of all affected Ibex 800 motorcycles.

- **Sold Affected Units:** Dealers must notify the owners and offer to adjust throttle wire fasteners so the safety bulletin can be performed at the dealership as per the CFMOTO warranty terms and conditions.
- **Unsold Affected Units:** Dealers must adjust throttle wire fasteners 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 5.

**IMPORTANT: Safety bulletins must be applied to affected vehicles.**

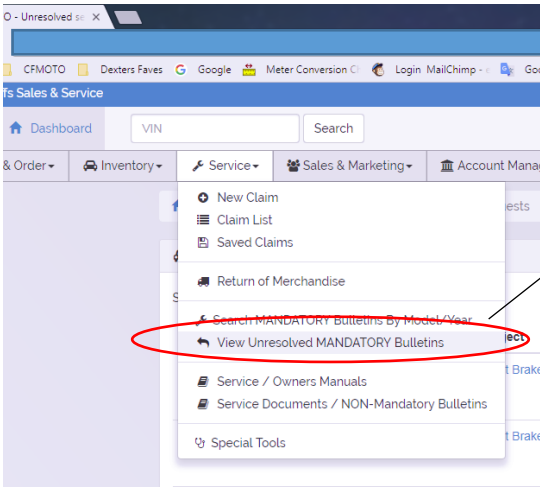
**ATTENTION:** Any CFMOTO dealer who sells a vehicle without completing this bulletin assumes sole liability for any accidents, claims, and/or liabilities that may arise from such sale, and agrees to defend, indemnify, and hold harmless CFMOTO for any such accidents, claims, and/or liabilities.

### CFMOTO DEALER RESPONSIBILITY:

SAF-2024-03 applies only to the 778 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.



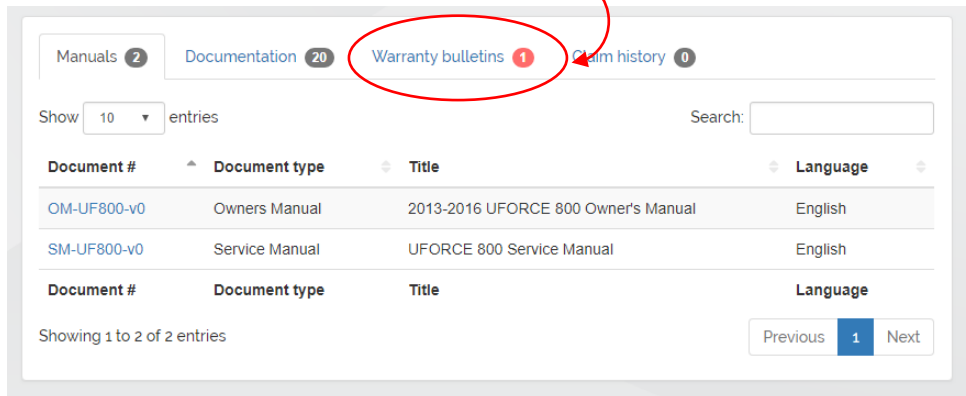
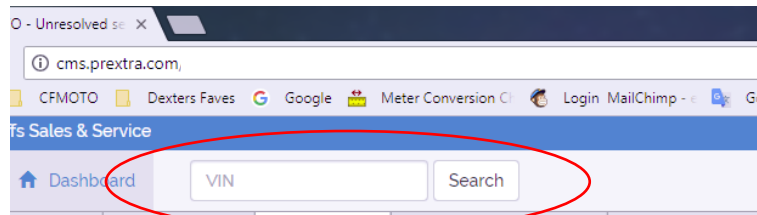
Contact CFMOTO Technical Service for assistance if you discover a vehicle requires SAF-2024-03 but is not listed as an affected vehicle in the warranty system.

### 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.



**Labor Compensation:**

0.2 Hr Labor / Unit\* (\*Labor time includes installation compensation)

**Parts Required:**

None

**Other Requirements:**

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.

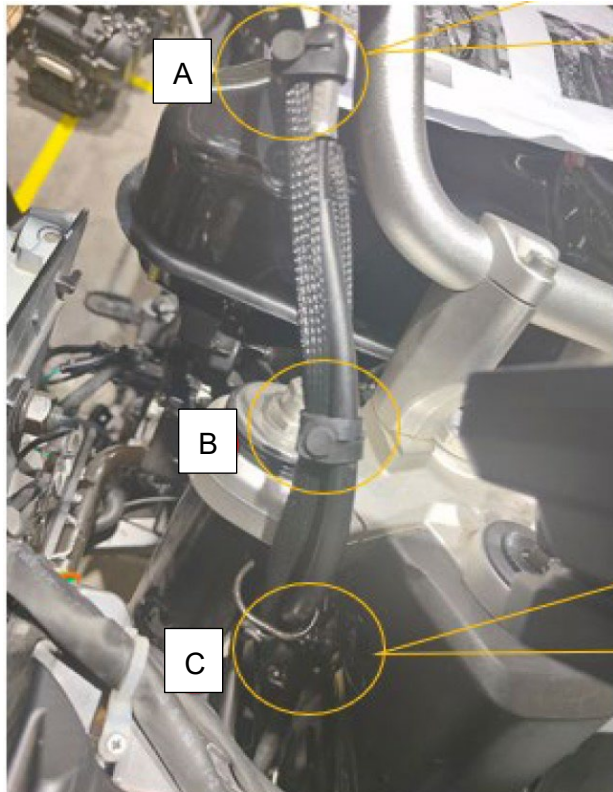
**INSTALLATION INSTRUCTIONS:**

**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 Ibex 800 Assembly Instructions published in the dealer portal.

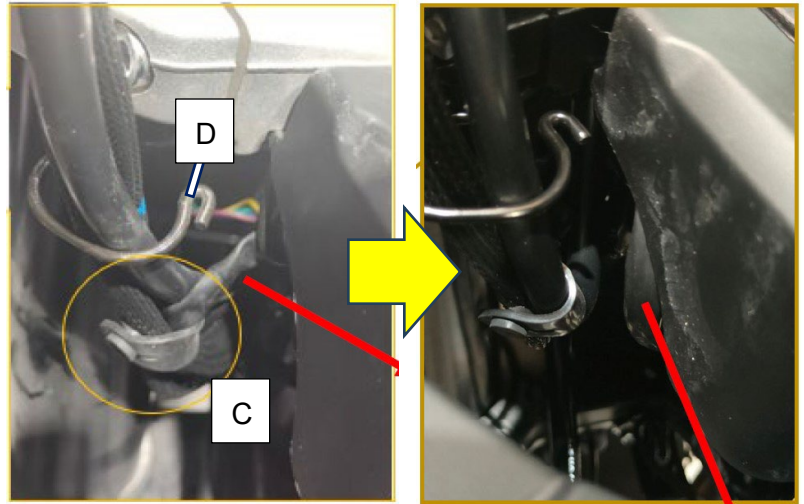
**Tools and Supplies:** None

1. Locate the throttle wire and the 3 rubber clasps shown. Turn the handlebars to the left and right, and note for future reference how the throttle wire bends with this configuration of clasps.
  
2. Remove and discard rubber clasp B.

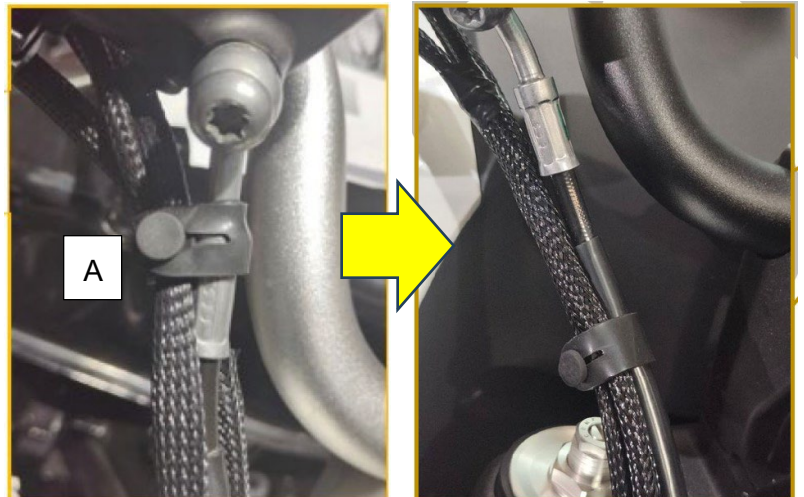


3. Undo rubber clasp C and remove the throttle wire from it. Then redo the clasp.

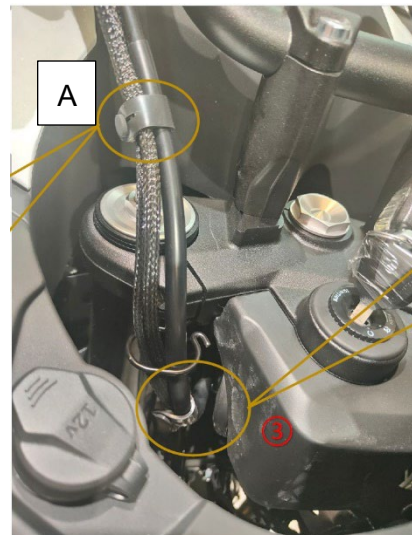
**NOTE:** The throttle wire and other cables clasped together should remain within their retaining bracket (D).



4. Move rubber clasp A down approximately 2 to 2.5 inches to the position shown.



5. Turn the handlebars to the left and right, and check for excessive bending of the throttle wire. If necessary, adjust rubber clasp A to lessen bending.



**IMPORTANT SAFETY RECALL**  
**PLEASE READ IMMEDIATELY**

Owner  
Address  
Address

This Notice Applies to Your Vehicle, VIN # \_\_\_\_\_

NHTSA Recall \_\_\_\_\_ CFMOTO Recall SAF-2024-03

July 16, 2024

Dear Ibex 800 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 Ibex 800 motorcycles. The throttle wire may break, resulting in a loss of throttle response, limited engine RPM, or engine stalling. Our records indicate that you own an affected motorcycle.

**Consumers should immediately stop using the recalled vehicles and contact their dealer to schedule an adjustment of the throttle wire fasteners.**

*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-2024-03. CFMOTO recommends having an authorized CFMOTO dealer adjust throttle wire fasteners at your earliest convenience at no cost to you.

Affected Component(s)	Repair Action(s)
Electronic Throttle Wire	Adjustment of Throttle Wire Fasteners

**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. (NOTE: Per CFMOTO warranty terms and conditions, there is no consumer reimbursement policy for return of product to the dealership or for the extension of warranty).

***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](http://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.**

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