



## IMPORTANT SAFETY RECALL NOTICE NHTSA Recall No. 25V-074

This notice applies to your motorcycle, VIN: «Vin»  
«PdiFirstName» «PdiLastName»  
«PdiAddress1»  
«PdiCity», «PdiProvince» «PdiPostalCode»

3/11/2025

**RE: Affected models:**  
**2024 ES 350, ES 500**  
**2025 ES 350, ES 500**

Dear GASGAS customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. GASGAS North America has determined that a defect which relates to motor vehicle safety exists with certain 2024 and 2025 GASGAS motorcycles equipped with BRAKTEC front brake calipers.

Irregularities were found in the casting structure of one of our brake supplier's subcontractors. In the worst case, this can lead to the front brake caliper cracking in the area around the upper guide pin on affected front brake calipers.

If the front brake caliper cracks at the upper guide pin it may reduce the braking systems effectiveness.

To remedy this defect, it is necessary to have the front brake caliper inspected by an authorized GASGAS motorcycles dealer to verify which supplier produced the front brake caliper that is mounted on your motorcycle to determine if it is defective or not defective.

- If during the inspection your front brake caliper is determined to not be defective then the front brake caliper will not be replaced.
- If during the inspection your front brake caliper is determined to be defective then the front brake caliper will be replaced.

Please contact your authorized GASGAS motorcycles dealer (log onto [www.gasgas.com](http://www.gasgas.com) for a complete dealer listing) as soon as possible to arrange having the front brake caliper inspected and replaced if necessary. It is suggested that you call your local authorized GASGAS motorcycles dealer to make an appointment to have the recall repair performed. The procedure will take approximately 30 minutes. However, it may be necessary to leave your motorcycle with the dealer for a longer period of time depending on their work schedule and if they need to order replacement parts. Please present a copy of this letter along with your motorcycle to your local authorized GASGAS motorcycles dealer. The remedy will be performed, free of charge.

If you have any questions related to the content of this letter, please contact GASGAS North America Customer Relations at (888) 985-6090 for assistance. Furthermore, if you believe that GASGAS has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.nhtsa.gov>

If you have sold, traded or no longer own this motorcycle, it is important for the safety of the current owner that you inform GASGAS North America of current ownership or unknown ownership status by returning the second page of this letter in the enclosed self-addressed prepaid postage envelope.

# GASGAS

GASGAS NORTH AMERICA

30125 KTM Way | Murrieta, CA 92563 | (951) 600-8007

[www.gasgas.com](http://www.gasgas.com)



If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

If you have already paid for a repair related to this concern before the date of this letter, you may be eligible for reimbursement. Please contact GASGAS motorcycles Customer Relations at the number above for more information.

We apologize for any inconvenience and want to assure you that our commitment together with all GASGAS motorcycles dealers is to provide you with the highest level of service, support and customer satisfaction.

Best Regards,  
Dealer Services Department  
GASGAS North America

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