



GASGAS TECHNICAL BULLETIN GTB-2602-USA

RECALL NOTIFICATION

Notes:

- **Currently we do not have parts available for ordering to perform the recall repair.**
- **We expect parts to be available mid to late August.**
- **When parts are available we will post a new / final recall bulletin with the part numbers and warranty claim procedures.**
- **This bulletin contains all of the information that the final recall bulletin that will be posted in August will contain minus the part number ordering information and the warranty claim input information.**

REAR BRAKE CALIPER REPLACEMENT

JULY 21, 2026

AFFECTED MODELS:

2024 ES 350

2024 ES 500

RESTRICTIONS: AFFECTED MODELS ARE LINKED BY VIN IN DEALER.NET

BASIC INFORMATION:

GASGAS North America has determined that a defect which relates to motor vehicle safety exists with certain model motorcycles listed above.

Under certain driving conditions the rear brake caliper may be subjected to excessive stress, which in the worst case can lead to the rear brake caliper breaking.

Cracks or breaks in the rear brake caliper can reduce braking ability, increasing the risk of a crash.

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30125 KTM Way | Murrieta, CA 92563
1119 Milan Ave. | Amherst, OH 44001
8701 Samuel-Hatt | Chambly, QC J3L 6V4
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To remedy this defect, the rear brake caliper including the caliper bracket must be replaced on all affected motorcycles.

GASGAS North America is notifying all registered owners of affected motorcycles by mail. A copy of the customer letter is included in this bulletin. The customer should take the letter along with the affected motorcycle to an authorized GASGAS motorcycles dealer to have the rear brake caliper replaced.

Dealers must replace the rear brake caliper including the caliper bracket on affected motorcycles in their inventory prior to any customer delivery.

Any affected motorcycles received directly from GASGAS North America require having the rear brake caliper replaced prior to customer delivery. Affected motorcycles acquired through dealer transfers or trades must be remedied and checked in Dealer.net to ensure and document that the repair has been performed.

Motorcycles that are affected must not be sold until the rear brake caliper replacement procedure is performed as described in this bulletin.

It is a violation of GASGAS North America policy for an authorized GASGAS motorcycles dealer to deliver any affected units to customers before the procedure in this bulletin has been performed.

GASGAS North America must report to the federal government on a regular basis how many motorcycles have been inspected and repaired during this campaign. Be sure to submit your warranty request for reimbursement on every unit repaired to ensure accurate compliance numbers.

PROCEDURE FOR REPAIR:

Replacing the rear brake caliper:

- Jack up the vehicle on jack stands and secure it to prevent it from rolling away.
- Remove the rear wheel.
- Remove the brake caliper (including the bracket) from the vehicle and disconnect the brake line.
- Remove the brake pads, caliper bracket, bolts, and split pins from the "old" caliper and install them on the "new" caliper.
- Reattach the brake line to the caliper; see Table 1 for torque specifications.
- Reinstall the brake caliper, including the new bracket, onto the vehicle.
- Reinstall the rear wheel.
- Bleed the brake system.

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- Take a short test drive to ensure the brake system is functioning properly.
- Render the old part unusable (e.g., by sawing it in half), document this in the warranty claim with a photo, and store it in accordance with the retention period.
- Create a warranty claim with photographic documentation of the “old” brake caliper on Dealer.net.

Warning:

Health hazard: Brake fluid is a substance that is harmful to health.

- Keep brake fluid out of the reach of children.
- Wear appropriate protective clothing and safety goggles.
- Avoid contact between brake fluid and your skin, eyes, or clothing.
- Seek medical attention immediately if brake fluid has been swallowed.
- If brake fluid comes into contact with your skin, rinse the affected area thoroughly with plenty of water.
- If brake fluid gets into your eyes, rinse them thoroughly with water immediately and seek medical attention.
- If brake fluid gets on your clothing, remove the clothing and change into clean clothes.

Note:

Environmental hazard: Hazardous substances cause environmental damage.

- Dispose of oils, greases, filters, fuel, cleaning agents, brake fluid, etc., properly and in accordance with applicable regulations.

Note:

Avoid contact between brake fluid and painted surfaces. Brake fluid corrodes paint. GASGAS North America shall not be held responsible for any contamination of painted surface occurring in this area of the motorcycle following completion of this bulletin.

We shall not provide a description of general workshop methods. Likewise, safety rules that apply in a workshop are not specified here. It is assumed that the repair work will be performed by a fully trained mechanic who has completed training or has a corresponding qualification. In the event of uncertainty, the most recent repair manual must be consulted.

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In the interest of clarity, some components may be shown disassembled or may not be shown at all. It is not always necessary to disassemble the component to perform the activity in question. Please follow the instructions in the text.

Table 1:

Part	Screw	Torque	Comment
Bleed screw	M10	30 Nm	

VEHICLE LOCK INFORMATION:

Unsold motorcycles that are linked to this recall are locked in the vehicle history. The vehicle lock prevents the motorcycle from being retailed to a customer before the recall is performed. In order to unlock the vehicle you must perform the recall and then submit a TI claim. After the TI claim is submitted it will be possible to unlock and retail the motorcycle.

PARTS ORDERING:

Notes:

- **Currently we do not have parts available for ordering to perform the recall repair.**
- **The part numbers will be entered in this section in the final recall bulletin that will be posted in August when parts are available.**

WARRANTY INPUT INFORMATION:

Notes:

- **The warranty claim input information chart will be entered in this section in the final recall bulletin that will be posted in August.**

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IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall No. xxxxxxxx

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

8/xx/2026

RE: Affected models:

2024 ES 350

2024 ES 500

Dear GASGAS motorcycle 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 model motorcycles listed above.

Under certain driving conditions the rear brake caliper may be subjected to excessive stress, which in the worst case can lead to the rear brake caliper breaking.

Cracks or breaks in the rear brake caliper can reduce braking ability, increasing the risk of a crash.

To remedy this defect, dealers will replace the rear brake caliper including the caliper bracket on all affected motorcycles, free of charge.

Please contact your authorized GASGAS motorcycles dealer (log onto www.gasgas.com for a complete dealer listing) as soon as possible to arrange having the rear brake caliper replaced. 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.

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.

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 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.

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

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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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