

GASGAS TECHNICAL BULLETIN GTB-2502-USA

RECALL: THIS MODIFICATION HAS TOP PRIORITY AND MUST BE PERFORMED IMMEDIATELY TO ENSURE CUSTOMER SAFETY

FRONT BRAKE CALIPER CHECK AND REPLACEMENT IF NECESSARY

FEBRUARY 11, 2025

AFFECTED MODELS:

2024 ES 350, ES 500

2025 ES 350, 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 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. See Figures 1 and 2.

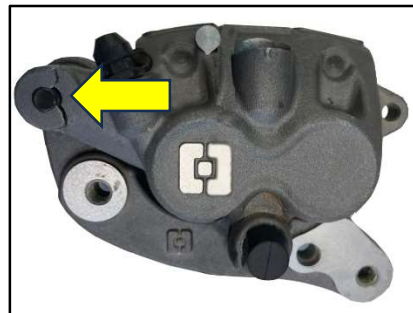


Figure 1:

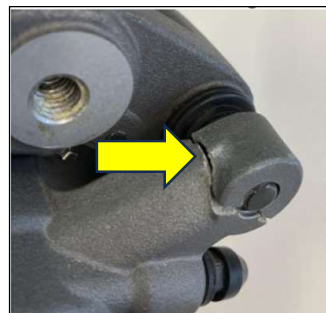


Figure 2:

If the front brake caliper cracks at the upper guide pin it may reduce the braking systems effectiveness. For this reason, the manufacturer of the brake caliper casting must be checked on affected vehicles and replaced if necessary.

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are GASGAS's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall GASGAS and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the GASGAS owners and repair manuals for proper instructions or contact the GASGAS Dealer Services Department. ©2025 GASGAS North America – All rights reserved

GASGAS

GASGAS NORTH AMERICA

30125 KTM Way | Murrieta, CA 92563
1119 Milan Ave. | Amherst, OH 44001
8701 Samuel-Hatt | Chambly, QC J3L 6V4
www.gasgas.com

The differentiation between the suppliers of the cast raw parts of affected vehicles can be seen directly on the brake caliper, see Figures 3 and 4.

PROCEDURE FOR REPAIR:

Check and replace front brake caliper if necessary:

1. On affected vehicles, check which cast raw part manufacturer the brake caliper installed on the vehicle is from and therefore whether it is affected by the replacement (see Figures 3 and 4).
 - If the brake caliper is not affected by the replacement (Fig. 3 / supplier 1), continue with point 9.
→ Use campaign code 00 when creating the warranty claim.
 - If the brake caliper needs to be replaced (Fig. 4 / supplier 2), continue with point 2.
→ Use campaign code 01 when creating the warranty claim.

Important note:

This distinction only applies to vehicles linked to the recall!

Vehicles produced later may also have these "centering holes" that are circled below in red but are not affected by the recall or replacement! You must check the VIN in the Dealer.net vehicle history first to determine if the vehicle is linked to this TI bulletin.



Figure 3:
Front Brake caliper from OK sub-supplier 1
Calipers that look like this do not need replaced.

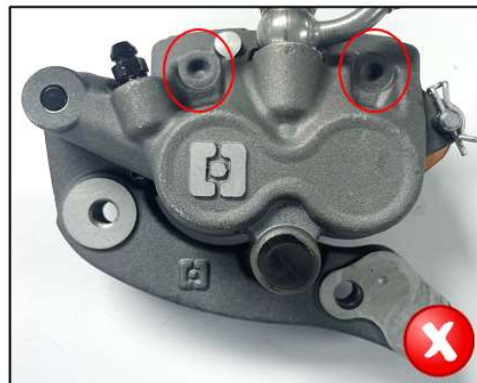


Figure 4:
Front Brake caliper from non-OK sub-supplier 2
If the caliper looks like this and is also linked by VIN in Dealer.net it must be replaced.

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are GASGAS's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall GASGAS and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the GASGAS owners and repair manuals for proper instructions or contact the GASGAS Dealer Services Department. ©2025 GASGAS North America – All rights reserved

GASGAS

GASGAS NORTH AMERICA

30125 KTM Way | Murrieta, CA 92563
1119 Milan Ave. | Amherst, OH 44001
8701 Samuel-Hatt | Chambly, QC J3L 6V4
www.gasgas.com



2. Remove the front brake caliper from the vehicle and disconnect the brake line.
 3. Remove the brake pads, brake caliper bracket, bolts and split pins from the "old" brake caliper and install them in the "new" brake caliper.
 4. Refit the brake hose to the brake caliper, see table 1 for torque.
 5. Refit the brake caliper to the vehicle, see table 1 for torque.
 6. Bleed the brake system.
 7. Carry out a short test drive to ensure that the brake system is functioning properly.
 8. Make the old part unusable (e.g., sawing in) and document it accordingly in the warranty claim with a photo and keep it in accordance with the retention period.
 9. Create a warranty claim with photo documentation of the "old" brake caliper in GasGas Dealer.net.
- Avoid contact between brake fluid and painted parts. Brake fluid attacks paint!
 - Small amounts of brake fluid may leak out, therefore protect surrounding surfaces with proper protective covering to prevent damage.
 - Immediately wash off brake fluid residues or stains with water.

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.

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 - Screw connections and torques

Component	Screw	Torque	Comment
SK collar screw	M8x30 ISA40 SS	25 Nm	Loctite® 243™
Banjo bolt	M10	30 Nm	

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 front brake caliper checked and replaced if necessary.

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are GASGAS's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall GASGAS and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the GASGAS owners and repair manuals for proper instructions or contact the GASGAS Dealer Services Department. ©2025 GASGAS North America – All rights reserved



GASGAS NORTH AMERICA

30125 KTM Way | Murrieta, CA 92563
1119 Milan Ave. | Amherst, OH 44001
8701 Samuel-Hatt | Chambly, QC J3L 6V4
www.gasgas.com



Dealers must check the front brake caliper on affected motorcycles in their inventory prior to any customer delivery and replace it if necessary.

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

Motorcycles that are affected must not be sold until the front brake caliper check and replacement if necessary 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.

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:

Please order the following for each affected motorcycle:

1 QTY. A59013015044 - Front brake caliper for TI

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are GASGAS's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall GASGAS and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the GASGAS owners and repair manuals for proper instructions or contact the GASGAS Dealer Services Department. ©2025 GASGAS North America – All rights reserved

GASGAS

GASGAS NORTH AMERICA

30125 KTM Way | Murrieta, CA 92563
1119 Milan Ave. | Amherst, OH 44001
8701 Samuel-Hatt | Chambly, QC J3L 6V4
www.gasgas.com



WARRANTY INPUT INFORMATION:

This Technical Bulletin only affects certain VIN numbers! Please check the VIN by performing a Motorcycle History search in GASGAS Dealer.net to determine if it's affected. If the motorcycle is affected, you will see a link to the bulletin and its repair status in the history results. GASGAS North America will not warranty motorcycles whose VIN numbers are not linked as this bulletin does not apply to them. It is the responsibility of the dealer to determine if the motorcycle requires this update by checking the vehicle history and understanding the instructions provided by this bulletin.

Please note that when entering a warranty claim on an affected model, you must perform a history search, expand the **Technical Information** window, click the red arrow on the right side of the corresponding bulletin message.

You can now choose the TI Number from the list. The TI number for this procedure is according to the repairs performed and listed in the warranty claim input information; click **Continue with selected action code**. The Warranty Claim is automatically entered for you, including parts & labor. You must enter additional information in the required fields marked with an asterisk "*" before submitting the claim to GASGAS. The flat rate time for this repair is based on the action performed and provided in minutes.

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are GASGAS's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall GASGAS and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the GASGAS owners and repair manuals for proper instructions or contact the GASGAS Dealer Services Department. ©2025 GASGAS North America – All rights reserved

GASGAS

GASGAS NORTH AMERICA

30125 KTM Way | Murrieta, CA 92563
1119 Milan Ave. | Amherst, OH 44001
8701 Samuel-Hatt | Chambly, QC J3L 6V4
www.gasgas.com



Warranty type:
TI warranty
Assembly group:
13 – Brake system
Damage code:
900 – Failure identification by manufacturer
Part causing failure:
A54013020000 - Bleed screw cpl.
Action code, parts, working time:
Front brake caliper check: Campaign code 00: 13_2471096_00 Working time: 10 minutes Parts: None
Check and replace front brake caliper: Campaign code 01: 13_2471096_01 Labor time: 30 minutes Parts: 1 piece #A59013015044 - Front brake caliper for TI 1 piece #GA06 - Brake fluid
Are stock items affected:
YES - all stock brake calipers #A54013015000, #A54113015000 and #A59013015000 must also be checked as described in step 1 above and if affected by the replacement must be returned to the spare parts warehouse via RMA.
Guaranteed cost reimbursement under implied warranty:
24 months from the delivery date of the vehicle or 24 months after publication of the TI.

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are GASGAS's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall GASGAS and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the GASGAS owners and repair manuals for proper instructions or contact the GASGAS Dealer Services Department. ©2025 GASGAS North America – All rights reserved



GASGAS NORTH AMERICA

30125 KTM Way | Murrieta, CA 92563
1119 Milan Ave. | Amherst, OH 44001
8701 Samuel-Hatt | Chambly, QC J3L 6V4
www.gasgas.com



IMPORTANT SAFETY RECALL NOTICE NHTSA Recall No. xxxxxxxx

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

2/xx/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. For this reason, the supplier of the brake caliper casting must be checked on affected vehicles and replaced if necessary.

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

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 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. There will be no charge for this service.

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are GASGAS's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall GASGAS and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the GASGAS owners and repair manuals for proper instructions or contact the GASGAS Dealer Services Department. ©2025 GASGAS North America – All rights reserved

GASGAS

GASGAS NORTH AMERICA

30125 KTM Way | Murrieta, CA 92563
1119 Milan Ave. | Amherst, OH 44001
8701 Samuel-Hatt | Chambly, QC J3L 6V4
www.gasgas.com



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.safercar.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.

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

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are GASGAS's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall GASGAS and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the GASGAS owners and repair manuals for proper instructions or contact the GASGAS Dealer Services Department. ©2025 GASGAS North America – All rights reserved

GASGAS

GASGAS NORTH AMERICA

30125 KTM Way | Murrieta, CA 92563
1119 Milan Ave. | Amherst, OH 44001
8701 Samuel-Hatt | Chambly, QC J3L 6V4
www.gasgas.com