



IMPORTANT SAFETY RECALL

SAFETY RECALL – Seat Manufacture

Dear Partner,

This is to inform you that Bugatti has detected a potential safety defect, which relates to certain 2016, 2017 and 2018 model year Bugatti Chiron vehicles. The Authorities have been informed, but we wanted to inform you personally. We require you to contact your customers to make an appointment.

The list of affected vehicles is attached, please send an official letter (sample customer letter attached) and follow-up with a phone call to make the appointment.

We would also ask you to use the attached letter to inform the customers with Chiron's that are not affected.

What is the issue?

Due to a defect in the production process of a supplier for the side airbag of the Chiron, the side airbag could in certain conditions not deploy properly. As a result, the side airbag could not fulfil its protection function in the case of a crash.

What needs to be done?

The seats of your car have to be checked, They will be sent to the Bugatti factory to carry out the inspection. Depending on the result, the seat will be sent back to your car or the side airbag module will be replaced.

How long will the repair take?

The 2 seats need to be removed for inspection. The inspection will take about four weeks (Mainly due to logistics and customs timing).

A technical bulletin (18-06-002BUGC) has been created and is available for you to download from the Partner portal along with the FAQ's.

Your After Sales Manager will contact you shortly to discuss this campaign and an action plan in more detail.

It is to our mutual advantage that this recall campaign goes as smoothly as possible. Should you have any questions or queries concerning this recall, please contact your Area Service Manager or myself.

Yours Sincerely,

David Garcia
Aftersales Director