

BUGATTI

February 2024

To all BUGATTI Partners

Subject:

- Safety Recall - Noncompliant audible warning in relation to Safety Belt remaining unbuckled.

Dear BUGATTI Partners,

BUGATTI Automobiles SAS has determined that a defect relating to motor vehicle safety exists in certain BUGATTI Chiron vehicles delivered into the North American Region.

The defect relates to the lack of a FMVSS 208 compliant audible warning to the vehicle occupant of the driver's safety belt remaining unbuckled at speeds less than 15 mph and where the vehicle has travelled less than 500 meters and the engine has been running less than 60 seconds.

There is no safety risk presented if the driver's safety belt is correctly buckled before the vehicle is driven.

Customers with affected cars will be contacted within the coming weeks. A copy of a generic letter to customers used in this recall can be found on Salesforce.

You can find the technical bulletin, which is the leading document for you in this recall on Salesforce as well. The Campaign ID from BUGATTI for this is **BUGCR036**.

If you have any further operational questions, please contact:

For NAR: Dedrick Hagans: dedrick.hagans@bugatti.us

If you receive any inquiries from the media in relation to this safety recall we would ask you not to attempt to handle the inquiries locally but to direct **all** such queries to Nicole Auger the Head of Communications for BUGATTI Automobiles : nicole.auger@bugatti.com

The following section seeks to highlight the important aspects of the recall for you.

What is the issue?

In all NAR specification Chiron and derivatives there is a lack of an audible warning to alert the driver that the safety belt remains unbuckled. Whilst there is a visual warning light from the moment the ignition is turned on the audible warning only commences at speeds in excess of 15mph or after the car has travelled 500 metres or after 60 seconds since the engine started whichever occurs first. This is in contravention to the FMVSS 208 which requires an audible warning from the moment the ignition is turned on in parallel to a visual warning light.

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What will you do?

You will have to arrange pick up of the car from the customer and transport it to your Dealership.

The affected Customers will be contacted and advised that their vehicle is subject to a Safety recall and requires a software update to ensure compliance with FMVSS 208. They will be advised that there is no safety risk presented in relation to the lack of an audible warning or safety belt functionality whenever the safety belt is correctly buckled.

What do we recommend to the customers?

Should the vehicle be within the affected VIN list: To avoid any potential issue we will advise the customer to always ensure that their safety buckle is attached whenever driving their vehicle at any speed. The software update is a necessary action, and the customer should make the car available to their nearest BUGATTI Partner as soon as possible.

How to charge BUGATTI AUTOMOBILES SAS for the repair costs?

You should treat this recall work as any other Warranty related claim in the Warranty Claim Ticketing System in Salesforce and following Bulletin guidelines.

How to charge BUGATTI AUTOMOBILES SAS for the transportation costs?

Please note that all transport related costs to the nearest BUGATTI Partner will be covered by BUGATTI for this recall. You should treat the related transportation costs as you would for any other Warranty related claim.

When do customers receive their letters?

It is planned to send physical letters to all Customers in the coming weeks – the customer details may be validated with you as their recognized BUGATTI Partner – in this instance we would ask for your full support to ensure BUGATTI Molsheim are able to reach all impacted customers as soon as possible.

We would ask wherever possible and where it is evident that you have a potential impacted Customer Vehicle in your Car Parc that you support with proactive management of the Customer in this instance.

The software is currently in development and so the customer will receive an initial letter informing them of the car being subject to a recall but that it remains drivable and safe in relation to the safety belt functionality as long as the safety belt is buckled correctly prior to driving. They will be advised they will be contacted again once the

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software update is available for their vehicle.

Do we need any special tools for this replacement of parts?

Performing the software update to the instrument cluster will require access to a Remote Case and this will be managed in conjunction with the NAR Regional After Sales team.

What happens after the repair?

You should arrange return to the Customer at a convenient point in time.

We would like you to know that we sincerely appreciate your continued support of our customers and Brand. Thank you in advance!

Yours Sincerely,

Alexis Ploix
Director of Aftersales & Customer Services
BUGATTI Automobiles S.A.S