

December 2020

To all Bugatti Partners

Subject: Defect Recall Rear Left Hand Driveshaft Bugatti Chiron/Divo + Model Year

Dear Bugatti Partners,

BUGATTI Automobiles SAS has determined that a defect relating to motor vehicle safety can exist in 2020 model year BUGATTI Chiron and DIVO vehicles worldwide.

The defect exists only in **certain** 2020 model year vehicles.

Customers with affected cars will be contacted within the next days. A copy of a generic letter to customers used in this recall can be found on the Partner Portal.

You can find the technical bulletin, which is the leading document for you in this recall on the partner portal as well. The Campaign ID from BUGATTI for this is BUGCR032

Furthermore we will publish an FAQ on the Partner Portal. If you have any further questions please contact:

**For NAR: Goncalo Fernandes:** [Goncalo.Fernandes@bugatti.com](mailto:Goncalo.Fernandes@bugatti.com)

**For Europe: Manuel Comploi:** [manuel.comploi@bugatti.com](mailto:manuel.comploi@bugatti.com)

**For Middle East and Asia:** [pierre.fresse@bugatti.com](mailto:pierre.fresse@bugatti.com)

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

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| <b>What is the issue?</b>                              | The rear left hand drive shaft may have a defect, which as a result in certain conditions of hard driving may cause the left hand drive shaft to break.  |
| <b>What will you do?</b>                               | <p>This replacement can only be performed by an authorized BUGATTI Service Partner of Excellence, because of the required chassis set up post repair.</p> <p>Therefore you will have to arrange pick up of the car from the customer and transport it to the Service Partner of Excellence (in case this is not yourself).</p> <p>To correct this defect, the rear left hand drive shaft needs to be replaced. This work will take approximately two (2) days to complete and will be performed free of charge for the customer.</p> |
| <b>What do we recommend to the customers?</b>          | To avoid any potential issue BUGATTI recommends that the car shouldn't be driven until the driveshaft has been replaced. We have asked the individual customer to contact his authorized BUGATTI Partner without delay to schedule a repair appointment using the Reference BUGCR032. Please be prepared for these appointments by following the steps described in the bulletin.  |
| <b>How to charge Bugatti SAS for the repair costs?</b> | You should treat this recall work as any other Warranty related claim in either SAGA or via Direct Invoice – ensuring compliance to the new Warranty process effective from 1st December 2020.   |

**How to charge Bugatti SAS for the transportation costs?** You should treat the related transportation costs as you would for any other Warranty related claim – using either the SAGA system or Direct Invoice again ensuring compliance to the new Warranty process effective from 1st December 2020.

**When do customers receive their letters?** It is planned to send physical letters to all Customers in the coming days – the customer details may be validated with you as their recognised BUGATTI Partner – in this instance we would ask for your full support so as 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.

**Do we need any special tools for this replacement of parts?** The work is only to be conducted by a BUGATTI Authorised Service Partner of Excellence and they already have all required tools for such a replacement.

**What happens after the repair?** You should manage with the BUGATTI Authorised Service Partner of Excellence the return of the vehicle to you as the Partner as soon as possible and 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,

Holger Brandt  
Director, Aftersales & Customer Services  
BUGATTI Automobiles S.A.S