

December 2021

To all Bugatti Partners

Subject: Defect Recall Reduction of mileage/ usage period for Chiron Pur Sport rear tires

Dear Bugatti Partners,

BUGATTI Automobiles SAS has determined that a defect relating to motor vehicle safety can exist in certain 2021/ 2022 model year BUGATTI Chiron Pur Sport vehicles worldwide.

The defect exists only in BUGATTI Chiron Pur Sport rear tyres.

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 BUGCR025.

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

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

For Europe: Manuel Comploi: manuel.comploi@bugatti-rimac.com

For Middle East and Asia: pierre.fresse@bugatti-rimac.com

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

- What is the issue?** All the concerned BUGATTI Chiron Pur Sport rear tires will have a new condition, that limits the usage period to 4.000 km or 2.500 mls/ 2 years from the tires production date (relevant DOT imprint); whichever comes first.
- What will you do?** You will have to arrange pick up of the car from the customer and transport it to your Dealership.
All tires needs to be replaced on the vehicle regardless if the tires are defective or not. This work will take approximately two (2) days to complete and will be performed free of charge for the customer.
The current rear driving tires must be replaced when they reach 3000km or 1.875 mls or 1.5 years (relevant DOT imprint) of usage. Should they reach the above mentioned criteria (mileage or usage period) again, you must replace the current rear driving tires free of charge again, and continuously so, until new and improved tires become available, which will match the tire change criteria as described on the vehicle's owner manual.
Please note: The customer has a set of Pur Sport Aluminium rims delivered with their vehicle, after which, a set of validated, Pur Sport Magnesium rims were delivered. The tires **must** be replaced on the **current** driving rims that belong with the vehicle and in addition, whichever set of rims that are not being used for driving must be stored until further notice! *Please see separate, attached figure.
- What do we recommend to the customers?** Should the vehicle have already reached the above mentioned limitation: To avoid any potential issue – BUGATTI recommends that the car shouldn't be driven until the rear tires have been replaced. The customers are requested to contact their authorized BUGATTI Partner without delay to schedule a repair appointment and refer to BUGATTI's recall number BUGCR02525.

How to charge Bugatti SAS for the repair costs?

You should treat this recall work as any other Warranty related claim the Warranty Claim Ticketing System in Salesforce and following Bulletin guidelines – ensuring compliance to the new Warranty process effective from 24th December 2021.

How to charge Bugatti 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 – using Salesforce Warranty Claim Ticket, again ensuring compliance to the new Warranty process effective from 24th December 2021.

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?

As per the workshop manual information you already have all required tools for such a replacement.

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,



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

FIGURE: Explanation of recall process

