

April 2022

To all Bugatti Partners

Subject: Front Frame Support Fastener Torque Check

Dear Bugatti Partners,

BUGATTI Automobiles SAS has determined that a defect relating to motor vehicle safety can exist in certain 2018 model year BUGATTI Chiron vehicles worldwide.

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 BUGCR027.

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? During an internal process check on torque range system, some fastening screws has been identified to be out of the acceptable torque range on three vehicles. In the event of a crash, the support may not fulfill its functionality which could result in an increased risk of injury.

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

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?

Physical letters will be sent to all affected 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 should have all required tools for such a replacement.

What happens after the repair?

You should arrange return to the Customer at a convenient point and 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

