



News Release

PROTON ENCOURAGES PERDANA OWNERS TO REPLACE AIRBAGS

- Replacement of Takata airbags currently 87.5% complete
- Affected Proton Perdanas built from 2012 to the end of August 2018

Subang Jaya, 24 August 2020 – PROTON is appealing to owners of the Proton Perdana to bring their vehicles to authorised Proton service centres as soon as possible to have the Takata passenger airbag inflator replaced. Affected cars are those built from 2012 to the end of August 2018 and the service fix is part of a global initiative for cars equipped with Takata airbags.

All action taken is in accordance with the Defect Information Report (DIR) issued by the National Highway Traffic and Safety Administration (NHTSA) of America that requires the replacement of non-desiccated passenger inflators and PROTON started replacing them from January 2019.

“Thanks to the joint efforts of our staff and dealers, PROTON managed to contact our customers and have performed the airbag inflator replacement exercise. There are 6,342 units affected and as of 18 August 2020, our service outlets have replaced 5,625 units or 87.5% completion,” said Roslan Abdullah, Chief Executive Officer of Proton Edar.

The company would like to reassure all customers the exercise does not affect any other Proton model as those use airbags supplied by a different vendor. Stringent controls are in place to ensure customer safety, which is a key priority for PROTON and any inconvenience caused is deeply regrettable.

“The safety of our customers is of the utmost importance. However, we have not been able to connect with all affected owners due to obsolete or incomplete contact information. Therefore, we would like to urge all Proton Perdana owners who have not had their passenger airbag inflators replaced to call our service centres to book an appointment as soon as possible. Replacement of the inflator will take approximately one hour and will be performed free of charge while cars built after 31 August 2018 are unaffected,” he added.

Customers who require more information can call PROTON’s Customer Care Hotline, 1-800-888-398 or send an email to customercare@proton.com for any enquiries and assistance.

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PROTON
INSPIRING CONNECTIONS

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About PROTON

PROTON Holdings Bhd began as Malaysia's first national car project, founded with the aim to accelerate Malaysia's economic development and lay the foundations for the local automotive industry. In 2017, PROTON entered its next phase to be a modern and global automotive brand; through a partnership between its two principals, DRB-HICOM and Zhejiang Geely Holding Group. Today, PROTON continues to delight its customers with cars anchored on its brand promise of Inspiring Connections, and founded on its core values of always delivering Innovative Technology, Reliability and International standards.

For further information please contact:

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