

# Part 573 Safety Recall Report

## 19V-034

**Manufacturer Name :** Proterra Inc.**Submission Date :** NOV 04, 2019**NHTSA Recall No. :** 19V-034**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Proterra Inc.

Number of potentially involved : 184

Address : 1815 Rollins Road  
Burlingame CA 94010

Estimated percentage with defect : 65 %

Company phone : 4380000

**Vehicle Information :**

Vehicle 1 : 2015-2018 Catalyst Catalyst 40 &amp; Catalyst 35

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain Catalyst buses have certification labels with incorrect gross axle weight ratings and/or incorrect cold tire pressure stated. The investigation into the number of vehicles affected is ongoing.

Production Dates : JAN 01, 2015 - DEC 17, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Certain Catalyst buses have incorrect gross axle weight rating and/or incorrect tire pressure on the certification label. Labels may understate the front gross axle weight rating, and/or state the cold tire pressure recommended by the manufacturer as 120psi instead of 130psi for certain tires.

FMVSS 1 : 567 - Certification

FMVSS 2 : NR

Description of the Safety Risk : Certification label communicates incorrect information to the vehicle owner and operator.

Description of the Cause : Errors in quality control process to complete certification label.

Identification of Any Warning that can Occur : NR

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

On November 14, 2018, a Proterra customer service representative responded to a customer inquiry and determined that the certification label on the customer's vehicle stated an incorrect gross axle weight rating and cold tire pressure. Proterra investigated the creation of the customer's certification label and identified quality control process errors that led to the incorrect information included on the label. On November 16, senior management was informed of the error and Proterra's customer service, supply chain, and quality organizations initiated an investigation of all certification labels prepared for Proterra buses and identified errors. This investigation is ongoing. On January 9, 2019 Proterra's safety committee met and reviewed the investigation and determined to issue a recall.

**Description of Remedy :**

Description of Remedy Program : Proterra will replace certification labels with correct information for all affected customers.

How Remedy Component Differs from Recalled Component : New labels will reflect correct weight ratings and cold tire pressure for each vehicle.

Identify How/When Recall Condition was Corrected in Production : Proterra instituted a new quality control process to verify the information on the certification label for each vehicle. The verification process is currently in place. Proterra has verified that all vehicles shipped after December 17, 2018 have correct certification labels.

**Recall Schedule :**

Description of Recall Schedule : There are no dealers. Proterra will communicate with all customers directly.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : FEB 13, 2019 - MAR 13, 2019

\* NR - Not Reported