

Part 573 Safety Recall Report

20V-664

Manufacturer Name : Proterra, Inc.

Submission Date : DEC 10, 2020

NHTSA Recall No. : 20V-664

Manufacturer Recall No. : SC-20-154



Manufacturer Information :

Manufacturer Name : Proterra, Inc.

Address : 1815 Rollins Road
Burlingame CA 94010

Company phone : 4380000

Population :

Number of potentially involved : 5

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2020 Proterra 35' and 40' Catalyst

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : On certain vehicles the fasteners that hold the steering gear box may come loose from the vehicle.

Production Dates : JUN 01, 2018 - APR 24, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Description of the Defect: Lack of plexus adhesive between torque plate and vehicle chassis may cause bolts holding the steering gear box in place to come loose from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the steering gear box moved out of position the driver could lose the ability to steer the vehicle, increasing the risk of crash or injury. Proterra has not received any report of any accidents resulting from this defect. There are no reported crashes or injuries.

Description of the Cause : Properly torqued bolts may become loose during normal use of the bus because a lack of plexus adhesive between the torque plate and the vehicle chassis allows the torque plate to separate from the vehicle chassis and loosen the bolts holding the steering gear box in place.

Identification of Any Warning that can Occur : There are four (4) bolts holding the gear box in place. If one or more of the bolts become loose or break free from the vehicle, then the steering gear box will move out of place making it difficult for the driver to steer. As the bolts become loose overtime the driver may notice that the bus becomes more difficult to steer.

Involved Components :

Component Name 1 : N/A

Component Description : Transit Bus Body

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : TPI Composites, Inc.

Address : 373 Market Street
Warren Rhode Island 02885

Country : United States

Chronology :

Engineering was notified via a non-conforming report from the field of loose bolts on the steering gear box of one (1) bus in September 2020. On October 20, 2020, Proterra received a second customer report of three (3) loose bolts on a steering gear box on a second bus.

On October 20, 2020, Proterra's Quality Compliance Steering Committee also convened an emergency meeting to discuss the report and findings to date. The Committee began an investigation to ascertain the number of vehicles with the potential issue and to identify potential causes.

On October 21, 2020, the Quality Compliance Steering Committee met again to discuss and review the findings of the investigation to date. The committee notified its field service representatives and its customers to inspect the steering gear box bolts on all vehicles with $\leq 10K$ service miles driven. Vehicles with $\geq 10K$ service miles driven will be inspected as well. The Committee determined that the Company should issue a recall.

On October 28, 2020, Proterra filed a NHTSA 573 report.

Description of Remedy :

Description of Remedy Program :	Proterra will provide work instructions to inspect steering gear mounting bolts and the plexus adhesive layer between the torque plate and the chassis. If the plexus adhesive layer is missing or insufficient, Proterra will provide a repair of the components at no cost to the vehicle owner.
How Remedy Component Differs from Recalled Component :	The remedied component will have a layer of plexus adhesive that covers the entire space between the torque plate and the vehicle chassis.
Identify How/When Recall Condition was Corrected in Production :	All transit bus bodies produced after April 24, 2020 by TPI Composites used work instructions that provided the recommended amount of plexus adhesive across the surface of the torque plate. Buses impacted by this recall were built with bodies produced prior to April 24, 2020.

Recall Schedule :

Description of Recall Schedule :	Note Proterra does not have a dealer network and the dates entered are only to avoid NHTSA Recall Portal error while submitting the recall 573 report.
Planned Dealer Notification Date :	DEC 28, 2020 - DEC 28, 2020
Planned Owner Notification Date :	DEC 28, 2020 - DEC 28, 2020

* NR - Not Reported