



To our valued customer,

We have recently become aware of a mechanical issue involving the fastening of the steering gearbox on certain Proterra transit vehicles.

Out of an abundance of caution and in light of the critical safety function performed by the steering gearbox, we are advising you to immediately perform the following vehicle check prior to putting the following Proterra transit vehicle(s) into revenue service:

- **For those transit vehicles with less than 10,000 service miles driven, please remove from revenue service and perform the work instructions attached to this message.** Upon completion of this check, we are further asking our customers to complete a survey so that we can gather the relevant information to track this issue. Please find the survey [here](#).
 - o If you encounter any mechanical issues during this check that require correction, we are advising customers to refrain from returning the vehicle to revenue service and to contact Daniel Patterson or your Regional Service Manager.
 - o If you successfully perform this check without any mechanical issues that require correction, please feel free to return your vehicle to revenue service.

For those transit vehicles with 10,000 or more service miles driven, please continue with your recommended preventative maintenance guidelines to check all suspension on the vehicle every 6,000 miles.

We look forward to working with you as we deliver clean, quiet transportation to your communities and thank you for your continued partnership. Please do not hesitate to contact Daniel Patterson or your Regional Service Manager should you have any questions.


Thank you,

Proterra Inc

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PROTERRA
Steering Gearbox Mounting Bolt
Torque Fleet Check

Agency Name *

VIN *

Fleet Number *

Inspected By: *
Please provide the name of who inspected this bus.

Email Contact *
Please provide the email address of someone we can ask about the inspection if needed.


Date Checked *

Mileage *

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PROTERRA
Steering Gearbox Mounting Bolt
Torque Fleet Check

1. Rear Curbside Bolt *
What condition is the torque stripe on the rear curbside steering gearbox bolt in?

Visible/Intact Missing/Broken

2. Front Streetside Bolt *
What condition is the torque stripe on the front streetside steering gearbox bolt in?

Visible/Intact Missing/Broken

3. Rear Street Side Bolt *
What condition is the torque stripe on the rear streetside steering gearbox bolt in?

Visible/Intact Missing/Broken

4. Front Curbside Bolt *
What condition is the torque stripe on the front curbside steering gearbox bolt in?

Visible/Intact Missing/Broken


Picture Upload
Please upload a picture of the mounting plate and bolts

Drag and drop files here or [browse files](#)

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PROTERRA
Steering Gearbox Mounting Bolt
Torque Fleet Check

What condition is the torque stripe on the rear streetside steering gearbox bolt in?

Visible/Intact Missing/Broken

4. Front Curbside Bolt *

What condition is the torque stripe on the front curbside steering gearbox bolt in?

Visible/Intact Missing/Broken

Picture Upload
Please upload a picture of the mounting plate and bolts

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