



IMPORTANT SAFETY RECALL

NHTSA Recall Number: 21V-040

This notice applies to your vehicle: (Insert VIN or VINs)

Month Day, 2021

Dear Proterra Transit Bus Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Proterra has decided that the current design of the front fenders flare may contribute to splashing of dirt/mud/debris/snow/rain onto the driver's side window and side mirror impeding visibility while driving. The driver's visibility may become impeded, increasing the risk of a crash. The affected urban transit buses are certain 2020 - 2021 MY 40' ZX5.

Why is your vehicle being recalled?

A retrofit kit is available. **Proterra will provide a repair of the retrofit kit at no cost to you.** We apologize for the inconvenience. We are committed to your safety, the safety of your customers, and your continued satisfaction with our products, and we request that you remedy your bus(es) promptly.

IMPORTANT

- Your Proterra vehicles are subject to NHTSA Safety Recall No. 21V-040 because a new design front fenders flare retrofit kit is now available.
- Proterra will remedy the issue. Service instructions are provided in technical service bulletin SC-21-13.
- This remedy will be provided free of charge.
- Contact Proterra's customer service department at **864- 438-0000** or ServiceParts@Proterra.com if you have any questions.

What will Proterra Do?

Proterra will provide the retrofit kit to you at no charge. Service repair instructions are provided

in service bulletin SC-21-13. Proterra customers should submit a warranty claim for the labor associated with the repair, which is estimated to be approximately two (2) hours.

What Should You Do?

You should contact your Regional Service Manager or Field Service Representative to ensure that the necessary service retrofit kit repair is made as soon as possible.

What If You Have Already Repaired the Defect?

If you have previously paid for a repair that addresses the defect described in this letter, you still need to have this recall performed by Proterra ensure the correct parts were used. However, you may be eligible for a reimbursement of the previous repair. Please contact Proterra's customer service team at **864-438-0000** or ServiceParts@Proterra.com to verify eligibility and process your reimbursement request.

What If You Have Other Questions?

Please contact Proterra's customer service department at **864- 438-0000** or ServiceParts@Proterra.com with any questions or concerns about this information. If, after contacting Proterra's customer service department, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V-664.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Sincerely,

William Pack
Vice President, Quality
Proterra Inc.