



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 27, 2021

Mr. Arthur De La Rosa
Director Regulatory Compliance
Proterra, Inc.
1815 Rollins Road
Burlingame, CA 94010

NEF-107MR
21V-268

Subject: Software May Allow Rear Door To Open Unexpectedly

Dear Mr. De La Rosa:

This letter serves to acknowledge Proterra, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

PROTERRA/CATALYST/2019-2020

Mfr's Report Date: April 19, 2021

NHTSA Campaign Number: 21V-268

Components:

ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 25

Problem Description:

Proterra, Inc. (Proterra) is recalling certain 2019-2020 Catalyst 40 foot buses. A software defect in the body controller that operates the door motor may allow the rear door to open unexpectedly.

Consequence:

The rear door may open without the driver's awareness, increasing the risk of the injury.

Remedy:

Proterra will notify owners, and dealers will update the software, free of charge. The recall is expected to begin June 18, 2021. Owners may contact Proterra customer service at 1-864-438-0000.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please ensure the following requirements are met:

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Proterra, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement