



# FINAL LETTER

## IMPORTANT SAFETY RECALL

### NHTSA Recall Number: 22E-065

November 21, 2022

Dear Proterra Powered Battery Pack Owner:

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

This notice applies to certain battery packs, model S1-15, part # 129-6202, 139-6181, 163-3642.

#### **What is the reason for this notice?**

Proterra has decided that a defect that relates to motor vehicle safety exists in certain battery packs, where the joint connecting the voltage sense foil harness and the PCB adapter board lacks sufficient solder, resulting in a potentially weakened joint. A weakened joint may create an intermittent connectivity issue that causes the battery management system (“BMS”) to detect an erroneous voltage measurement which would lead to the BMS terminating power in order to isolate the battery pack from the remainder of the high voltage system on the vehicle. On a single-string battery pack application, the vehicle would experience a loss of propulsion if the BMS terminates power.

#### **Why is your equipment being recalled?**

Affected battery packs that are used in a single-string application are being recalled because the loss of propulsion could increase the risk of a crash without prior warning. **Proterra will provide a repair of the affected battery packs 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.

## **IMPORTANT**

- Your Proterra batteries are subject to NHTSA Safety Recall No. 22E-065 because a vehicle equipped with a defective battery may experience a loss of propulsion if the BMS terminates power due to a weakened joint in the voltage sense foil harness.
- Affected battery packs within the recall population will be removed and replaced with non-defective battery packs by Proterra. Proterra is providing this remedy to you free of charge. Service instructions will be provided in a technical service bulletin after the remedy has been developed.
- Contact Proterra's customer service department at 864- 438-0000 or [ServiceParts@Proterra.com](mailto:ServiceParts@Proterra.com) if you have any questions.

### **What will Proterra Do?**

Affected battery packs within the recall population will be removed and replaced with non-defective battery packs by Proterra. Proterra is providing this remedy to you free of charge. A Proterra service representative will contact you to make arrangements for the remedy to be implemented.

### **What Should You Do?**

Please do not use the battery packs within the recall population for any purpose, including but not limited to manufacturing, sale, or driving vehicles equipped with the recalled batteries.

### **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 to ensure the correct remedy was applied. 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](mailto: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](mailto: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 **22V-114**.

Sincerely,

A handwritten signature in black ink, appearing to read 'Juliano Palma'. The signature is fluid and cursive, with the first letter 'J' being particularly large and stylized.

Juliano Palma  
Head of Supplier Quality – Proterra Powered  
Proterra Operating Company, Inc.