



INTERIM LETTER

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 22E-065

November 16, 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 the 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 components 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 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.
- Proterra is developing a remedy for the issue. Service instructions will be provided in a technical service bulletin after the remedy has been developed.
- The 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?

The remedy is under development. A second notification letter with the proper instructions will be issued when the remedy become available.

Service repair instructions will be provided in service campaign TBD.

What Should You Do?

Please stop driving vehicles equipped with the recalled batteries until the defect is remedied.

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 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 **22V-114**.

Sincerely,

A handwritten signature in black ink, appearing to read 'Juliano Palma', written in a cursive style.

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