



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 9, 2022

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

NEF-107MR
22V-114

Subject: Steering Gearbox May Loosen

Dear Mr. De La Rosa:

This letter serves to acknowledge Proterra Operating Company, 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/2017-2022
PROTERRA/ZX5/2019-2022

Mfr's Report Date: February 28, 2022

NHTSA Campaign Number: 22V-114

Components:

STEERING:GEAR BOX (OTHER THAN RACK AND PINION)

Potential Number of Units Affected: 425

Problem Description:

Proterra, Inc. (Proterra) is recalling certain 2017-2019 35 foot Catalyst E2, 2017-2019 40 foot E2, 2020-2021 35 foot RR, 2019-2020 40 foot RR, 2019-2022 40 foot ZX5, and 2020-2022 35 foot ZX5 buses. The plexus adhesive between the torque limiter plate and the bus body may be insufficient, causing the bolts that secure the steering gearbox to loosen.

Consequence:

A loose steering gearbox can cause a loss of steering control, increasing the risk of a crash.

Remedy:

Dealers will install a mechanical fastener and new bolts on the steering gearbox, and install a new torque plate, as necessary, free of charge. Owner notification letters are expected to be mailed on April 29, 2022. Owners may contact Proterra's 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.nhtsa.gov.



Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight 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 Operating Company, 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