



# **Notice**

## **IMPORTANT SAFETY RECALL**

### **NHTSA Recall Number: 22V-114**

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

October 7, 2022

Dear Proterra Customer:

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 determined that a defect related to motor vehicle safety exists in 35' Catalyst (2017 – 2022), 40' Catalyst (2017 – 2022), 35' ZX5 (2020 – 2022), and 40' ZX5 (2019 – 2022) transit buses. Proterra has not received any reports of injuries or fatalities resulting from this issue.

#### **IMPORTANT**

- Your Proterra vehicles identified by model and year above are involved in Safety Recall 22V-114 because bolts holding the steering gear box in place may become loose.
- Proterra's retrofit kit to remedy the issue is available. Proterra is providing this remedy free of charge. Service instructions are provided in technical service bulletin **SC-22-040**.
- Proterra has updated the Preventative Maintenance Manual to include work instructions for a 6,000-mile inspection to monitor this issue.
- Contact Proterra's customer service department at 864-438-0000 or [ServiceParts@Proterra.com](mailto:ServiceParts@Proterra.com) if you have any questions.

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

On certain vehicles, a lack of plexus adhesive between the torque limiter plate and bus body may cause bolts holding the steering gearbox in place to become loose. This condition can make it difficult to steer the vehicle and, over time, if the steering gearbox were to move out of position, the driver could lose the ability to steer the vehicle, increasing the risk of crash.

We apologize for the inconvenience. We are committed to your safety, the safety of your customers, and your continued satisfaction with our products.

## **What should you do?**

Parts for the recall remedy are now available. **Proterra will provide a retrofit kit at no cost.** You may submit a warranty claim for the labor associated with this campaign, which is estimated to be 2 hours per bus.

## **What precautions can you take?**

If your bus operators hear noise when turning the steering wheel or have difficulty turning the steering wheel, please stop driving the vehicle and arrange for the vehicle to be towed for service.

## **What will Proterra do?**

We are providing notice that technical service bulletin **SC-22-040**, the repair kits, and updated Preventative Maintenance Manual, are ready and available at no cost to you.

## **What if you have already addressed this issue in your equipment?**

You need to perform this recall upon receipt of the retrofit kit. If you have previously performed other service related to this issue (e.g., the application of Loctite), **you still need to perform the recall using the Proterra supplied retrofit kit and adhere to the updated work instructions in the Preventative Maintenance Manual.** You may submit a warranty claim for the parts and labor associated with this campaign.

## **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,

Juliano Palma  
Vice President, Quality  
Proterra Operating Company, Inc.