



# INTERIM LETTER

## IMPORTANT SAFETY RECALL

### NHTSA Recall Number: 22V-887

This notice applies to vehicles with the following vehicle VIN numbers: (Insert VIN or VINs)

December 16, 2022

Dear Proterra Transit Bus Owner:

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 decided that a defect that relates to motor vehicle safety exists in certain 2017-2019 Catalyst Transit Buses. Vehicles within the recall population have reported a fault code and other data that signals there may be liquid inside one or more 400V battery packs (the “Battery Pack”) onboard these vehicles. Over time, the accumulation of liquid inside a Battery Pack enclosure may reach a level that could result in a fire.

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

The recall population was determined by reviewing fleet-wide telemetry data to identify a fault code and other data that signals there may be liquid inside one or more Battery Packs onboard a vehicle. Your vehicle was identified through this method. Proterra will need to physically inspect the Battery Packs subject to this recall to see if liquid is in fact present inside the Battery Pack and determine the root cause of the issue. **Based upon the results of Proterra’s physical inspection of the Battery Pack, Proterra will provide the appropriate remedy 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 will work with you to promptly remedy the recalled vehicles.

## **IMPORTANT**

- Your Proterra vehicle is subject to NHTSA Safety Recall No. 22V-887 because it has reported a fault code and other data that signals there may be liquid inside one or more Battery Packs onboard the vehicle. Over time, the accumulation of liquid inside a Battery Pack enclosure may reach a level that could result in the occurrence of a thermal event.
- Proterra is investigating the issue in order to develop a remedy. Additional instructions will be provided after the remedy has been developed.
- This remedy will be provided free of charge.
- 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?**

Proterra is investigating this matter in order to develop a remedy. Proterra will contact you to make arrangements to remove the subject Battery Pack(s) from the vehicle and to physically inspect them. A second notification letter with additional instructions will be issued when the remedy becomes available.

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

Until a remedy has been provided by Proterra, please park the vehicle outside in a safe location and refrain from further use of the vehicle, including but not limited to driving the vehicle or charging the vehicle's batteries.

Contact your Proterra Transit field service representative at 864-438-0000 or [ServiceParts@Proterra.com](mailto:ServiceParts@Proterra.com) if you have any questions regarding these instructions.

### **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 ensure the correct parts and procedures were used. 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 notice. 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-887**.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Sincerely,

A handwritten signature in black ink that reads "David Majors". The signature is written in a cursive style with a large, stylized 'D' and 'M'.

David Majors  
VP of Transit Continuous Improvement and  
Quality Proterra Operating Company, Inc.