



IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) with the following VIN number(s): See attachment.

November 6, 2023

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.

Proterra has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 Catalyst buses equipped with battery packs manufactured between 2017-2019. As a result, Proterra is conducting a safety recall of these vehicles. 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 your vehicle(s).

IMPORTANT

- Your Proterra vehicle is subject to **NHTSA Safety Recall No. 22V-887** because it may be equipped with battery packs that leak liquid coolant which, over time, could accumulate in the battery pack enclosure and result in a fire.
- For any vehicle with a battery pack experiencing liquid accumulation in the battery pack enclosure, Proterra will remove the pack and replace any defective battery pack free of charge.
- Proterra has a software update to increase alerts and mitigation measures for vehicle owners and operators in the event of liquid accumulation inside the battery pack enclosure.
- The software update should be performed in accordance with the enclosed instructions at the earliest service opportunity for each vehicle. Proterra's customer service department will contact you in the near term to determine whether you or a Proterra service team member or affiliate will perform the software update.
- You should contact Proterra's customer service department at 864-438-0000 or [REDACTED] if you have any questions on this recall, if you would like Proterra to conduct the software update for you, or if your vehicle detects liquid accumulation in the battery pack enclosure.

Why is your vehicle being recalled?

Proterra has identified battery packs within this vehicle recall population that may have a defect that allows liquid coolant to seep out of the battery pack spine and accumulate in the battery pack enclosure. Over time, the accumulation of liquid inside a battery pack enclosure may reach a level that could result in a battery pack thermal event or a fire.

What will Proterra Do?

Proterra is providing a software update to increase alerts to and mitigation measures for a detected accumulation of liquid in the battery pack enclosure. Instructions on how to install the software update (*see* Service Campaign # SC-23-127) are enclosed. After the software update, if certain fault codes associated with the accumulation of liquid inside the battery pack and/or a thermal event are detected, the vehicle's driver dash display will trigger a flashing red warning light, the vehicle will engage in a "limp mode," and the vehicle will not be able to charge.

For any vehicle that detects (via either current or updated diagnostics software and sensors) a battery pack experiencing liquid coolant leakage and accumulation in the battery pack enclosure, Proterra will remove the battery pack and replace any defective battery pack at no cost to the owner.

What Should You Do?

Proterra's customer service department will contact you in the near term to determine whether you or a Proterra service team member or affiliate will perform the software update.

Immediately contact your Proterra customer service at 864-438-0000 or [REDACTED] if your vehicle detects the liquid accumulation issue described in this letter.

Review and follow the instructions contained in the Proterra EV Battery Fire Safety Guide enclosed with this letter.

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. Additionally, you may be eligible for a reimbursement of the previous repair. Please contact Proterra's customer service team at 864-438-0000 or [REDACTED] 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 [REDACTED] with any questions or concerns about this notice. If, after contacting Proterra, 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,

[REDACTED]
David Majors
VP Manufacturing, Mfg. Engineering & Quality
Proterra Operating Company, Inc.