

Question 4 RQ25001

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Phoenix used for organizing the documents. Describe in detail the search methods and search criteria used by Phoenix to identify the items in response to Request No. 2.

Phoenix Response

Phoenix did not create the requested records but maintained them after the 2024 purchase of those certain assets from Proterra. As part of the NHTSA request, Phoenix has conducted several searches including: a) a search that focused on the software databases where service, product and customer complaints are maintained (i.e. Salesforce ServiceMax and SmartSheets) as those searches would capture the requested information, and b) a search of hard file locations for relevant/responsive records to this Request Number 2 (Note: No hard copies of any responsive records were found).

The following key terms were utilized by Phoenix in its searches:

“battery, pack, HV, isolation, short, internal short, electrical short, fire, thermal, thermal event, thermal runaway, smoke, burning, burnt, overheated, overheating, heat, hot, smell, odor, scorched, charred, melt, melted, coolant, leak, leaking, leaked, liquid, fluid, glycol, coolant leak, coolant intrusion, coolant ingress, coolant contamination, moisture, humidity, humid, high humidity, condensation, condensate, water ingress, water intrusion, vapor, vapor buildup, vapor condensation, internal moisture, internal humidity, internal condensation, water inside, moisture detection, humidity spike, elevated humidity, bell curve, temperature spike, high temp, abnormal temp, module failure, battery failure, thermal incident.”

Phoenix used the following filter:

“Installed Product: Battery Type equals 400V 18650”

Phoenix used the following Labor Op System:

“Labor Op Code: Sub-System equals:

CB - HV Battery Cooling

CC - Cooling System

CE - Cooling System Electrical

CP - Power Cooling Loop

CZ - Misc. Cooling

EN - Controller/ Module

EZ - Misc. Electrical

HA - HV A-Bay Components

HB - HV Battery

HC - HV Controllers

HE - High Voltage Junction Box (HVJB)

HZ - Misc. High Voltage Electrical

LE - Bus Charging LV, LH - Bus Charging HV

LI - Charging Interface: Inverted Pantograph

LM - Charging Interface: Manual Plug

LP - Charging Interface: Pantograph

LZ - Misc. Bus Side Charging

MC - Charger Controls/Communications

MD - Vehicle Interface: Plug In

ME - Charger Low Voltage Electrical

PZ - Misc. Propulsion”

Phoenix used the following date range:

“1/1/2017 to 10/23/2025”

Phoenix used the following Work Order Types:

“Corrective Maintenance, Preventative Maintenance, Customer Inquiry, Internal Support”

Phoenix used the following Billing Type [to filter out warranty data]:

“Customer Pay, Prepaid”

Finally, Phoenix restricted the searches to vehicles/buses only (as opposed to EVSE).