



IMPORTANT SAFETY RECALL

NHTSA Recall Number: 21V-268

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

Month Day, 2021

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 certain buses have body controller software that controls the bus door motor function which may have a software defect (incorrect software). This could result in the bus's rear door opening unexpectedly if a passenger makes an open request within < 200 milliseconds after the rear door closes and door authorization light extinguishes while the bus is in motion at a speed below 10 km/hr (6 mile/hr). The rear door opening unexpectedly while the bus is in motion, increases the risk of a crash.

The affected urban transit buses are certain 2019 - 2020 MY 40' ZX5.

Why is your vehicle being recalled?

A new software release is available. **Proterra will provide the 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 request that you remedy your bus(es) promptly.

IMPORTANT

- Your Proterra vehicles are subject to NHTSA Safety Recall No. 21V-268 because a new a new software release is now available.
- Proterra will remedy the issue. Service instructions are provided in technical service bulletin SC-21-085.
- This remedy will be provided free of charge.
- Contact Proterra's customer service department at **864- 438-0000** or ServiceParts@Proterra.com if you have any questions.

What will Proterra Do?

Proterra will provide the new software release to you at no charge. Service repair instructions are provided in service bulletin SC-21-085. Proterra customers should submit a warranty claim for the labor associated with the repair, which is estimated to be approximately one (1) hour.

What Should You Do?

You should contact your Regional Service Manager or Field Service Representative to ensure that the necessary service retrofit kit repair is made as soon as possible.

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 have this recall performed by Proterra ensure the correct software was 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 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 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 21V-268.

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,

William Pack
Vice President, Quality
Proterra Inc.