



Notice

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 22E-052

This notice applies to Proterra High Voltage Junction Box (HVJB) DC Link, Part No. 051071

July 20, 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 the HVJB DC Link may not have been sufficiently crimped during the assembly process. As a result, the cable may fail inside the HVJB enclosure and cause the vehicle to lose propulsion due to a loss of electrical power. A loss of propulsion could increase the risk of injury due to the need to transfer passengers to alternate transportation in a potentially uncontrolled traffic condition. Proterra has not received any reports of injuries or fatalities resulting from this issue.

IMPORTANT

- The HVJB DC Links identified by Proterra are involved in Safety Recall 22E-052.
- Proterra is providing this remedy free of charge. Parts are available.
- Contact Proterra's customer service department at 864- 438-0000 or ServiceParts@Proterra.com if you have any questions.

Why is your equipment being recalled?

Certain HVJB DC Links may not be adequately crimped. As a result, the HVJB performance may be compromised and cause the vehicle to lose propulsion.

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, and in this remedy, we request that you complete the updated service campaign (SC-22-025) bulletin. The updated procedure describes the process to verify the proper crimping of the HVJB DC Link. If the HVJB DC Link is not damaged but has an improper crimp, Proterra will re-crimp the lugs. If the cable is damaged but only on the end, Proterra will blunt cut the cable and crimp a new lug if there is an adequate length of remaining cable. If the cable is not long enough to blunt cut, or is otherwise damaged, Proterra will replace the cable. Further, if the HVJB has been damaged due to an improperly crimped HVJB DC Link, Proterra will replace the HVJB. Proterra will cover the cost of all the above-stated repairs or replacements. You may submit a warranty claim for the labor associated with this campaign, which is estimated to be 1 hour per bus.

What precautions can you take?

Impact to the HVJB may be indicated by a red battery light and/or the vehicle's power flickering or indicating a loss of propulsion. We advise that you inspect all HVJB DC Links and HVJBs as soon as possible in accordance with the updated service campaign (SC-22-025) bulletin.

What will Proterra do?

We are hereby providing notice that the updated service campaign (SC-22-025) bulletin, remedy parts and repair kits are available, at no cost to you.

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

You should confirm that any repairs or replacements are aligned with the updated service campaign (SC-22-025) bulletin. 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 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 **22E-052**.

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