



# IMPORTANT SAFETY RECALL

## NHTSA Recall Number: 22V-829

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

December 13, 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 2022 ZX5 Transit Buses. The interlock override switch was not installed during production. Without the switch, the driver may be unable to override the interlock system and move the vehicle, necessitating the transfer of passengers to another vehicle and increasing the risk of injury.

### Why is your vehicle being recalled?

The interlock override switch was not installed during production of the vehicles within the recall population. **Proterra will provide a repair of the recalled vehicles 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-829 because the interlock override switch was not installed during production.
- Proterra will remedy the issue. Service instructions are provided in technical service bulletin SC-22-163.
- 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 will provide the owner with an interlock override switch and installation instructions, free of charge.

Service repair instructions are provided in service campaign SC-22-163. Proterra customers should submit a warranty claim for the labor associated with the repair, which is estimated to be approximately thirty (30) minutes.

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

You should follow the instructions provided by Proterra and install the interlock override switch that will be provided to you. 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 the proper installation of the interlock override switch.

### **What If You Have Already Repaired the Defect?**

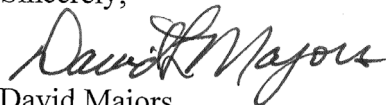
If you have previously paid for a repair that addresses the defect described in this letter, you still need to ensure the correct parts and procedures were used. However, you may be eligible for a reimbursement of the previous repair. Please contact Proterra's customer service team at 864-438-0000 or [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-829**.

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,



David Majors

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