



# IMPORTANT SAFETY RECALL

## NHTSA Recall Number: 22V-114

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

Month Day, 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 35' Catalyst E2 (2017 - 2019), 40' Catalyst E2 (2017 - 2019), 35' Catalyst RR (2020 - 2021), 40' Catalyst RR (2019 - 2020), 35' ZX5 (2020 - 2022), and 40' ZX5 (2019 - 2022) transit buses.

### IMPORTANT

- Your Proterra vehicles identified by VIN above are involved in Safety Recall 22V-114 because bolts holding the steering gear box in place may become loose.
- Proterra will provide a remedy free of charge as soon as parts are available. In the interim, you should complete the enclosed steering gearbox torque stripe and re-torque fleet check.
- Contact Proterra's customer service department at 864- 438-0000 or [ServiceParts@Proterra.com](mailto:ServiceParts@Proterra.com) if you have any questions.

### Why is your vehicle being recalled?

On certain vehicles, a lack of plexus adhesive between the torque limiter plate and bus body may cause bolts holding the steering gear box in place to become loose. This condition can make it difficult to steer the vehicle and, over time, if the steering gear box were to move out of position, the driver could lose the ability to steer the vehicle, increasing the risk of a crash.

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 not yet available, and in the interim, we request that you complete an inspection of the steering gearbox bolts' torque stripe and re-torque the bolts, as described in the attached fleet check bulletin. You should submit a warranty claim for the labor associated with this fleet check, which is estimated to be one hour per bus.

You should also monitor the vehicles included in this campaign. If your bus operators hear noise when turning the steering wheel or have difficulty turning the steering wheel, please stop driving the vehicle and arrange for the vehicle be towed for service.

## **What will Proterra do?**

We will notify you again once the remedy parts are available and will provide a service bulletin and repair kit for completing the remedy at no cost to you.

## **What if you have already addressed this issue in your vehicles?**

The fleet check must not be conducted on buses that have had Loctite previously applied on the steering gearbox bolts. If Service Campaign SC-22-003 has previously been performed, do not proceed with this fleet check. Instead, the forthcoming repair kit and service bulletin will remedy those buses.

## **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 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 **22V-114**.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

Sincerely,

William Pack  
Vice President, Quality  
Proterra Operating Company, Inc.