

# Part 573 Safety Recall Report

# 23V-078

**Manufacturer Name :** Proterra Operating Company, Inc.**Submission Date :** OCT 18, 2024**NHTSA Recall No. :** 23V-078**Manufacturer Recall No. :** SC-23-039**Manufacturer Information :**

Manufacturer Name : Proterra Operating Company, Inc.

Address : 1815 Rollins Road

Burlingame CA 94010

Company phone : 4380000

**Population :**

Number of potentially involved : 252

Estimated percentage with defect : 13 %

**Vehicle Information :**

Vehicle 1 : 2020-2022 Proterra 35' Catalyst, 35' ZX5, 40' ZX5

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The windshield wiper motors installed on vehicles within the recall population may operate intermittently or stop operating, which has the potential for reduced visibility or loss of visibility in certain conditions, increasing the risk of a crash. The issue is caused by a chemical reaction due to a stamping oil the wiper motor supplier used in its manufacturing process. The recall population was determined by reviewing the wiper motor supplier's manufacturing records and other related information. Vehicles with wiper motors manufactured after the date the wiper motor supplier implemented corrective actions in its manufacturing process to address the issue are not included in the recall population.

252 vehicles are in the recall population. Wiper motors within the recall population will be replaced with new wiper motors at no cost to the vehicle owner.

Production Dates : JUN 01, 2020 - JAN 01, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** The windshield wiper motors installed on vehicles within the recall population may operate intermittently or stop operating.

FMVSS 1 : 104 - Windshield wiping and washing systems

FMVSS 2 : NR

**Description of the Safety Risk :** A windshield wiper motor that operates intermittently or stops operating has the potential for reduced visibility or loss of visibility in certain conditions, increasing the risk of a crash.

**Description of the Cause :** The issue was caused by a stamping oil used during the wiper motor supplier's manufacturing process.

**Identification of Any Warning that can Occur :** Affected windshield wiper motors may function intermittently, may not move in sync with each other, or may not come to rest at the proper locations when the wipers are turned off.

## Involved Components :

**Component Name 1 :** Windshield wiper motor

**Component Description :** Windshield wiper motor

**Component Part Number :** 319.9213.3B.00

## Supplier Identification :

### Component Manufacturer

**Name :** Doga USA Corp.

**Address :** 12060 Raymond Ct  
Huntley Illinois 60142

**Country :** United States

## Chronology :

On November 30, 2022, Proterra met with its wiper motor supplier's quality engineer and design engineer to discuss warranty claims and the root cause of the issue identified in this report. Based on Proterra's investigation, on February 6, 2023, Proterra's Safety Committee voted to recall the vehicles in the recall population.

Between December 2020 and April 2023, Proterra received 70 customer claims to fix 104 wiper motors; Proterra knows of no personal injuries, accidents, or damages to other property caused by this issue.

## Description of Remedy :

**Description of Remedy Program :** Wiper motors within the recall population will be replaced with new wiper motors at no cost to the vehicle owner. All affected owners are covered by Proterra's General Reimbursement Plan.

**How Remedy Component Differs from Recalled Component :** The remedy component was manufactured by the wiper motor supplier after the date the wiper motor supplier implemented corrective actions in its manufacturing process to address the root cause.

**Identify How/When Recall Condition was Corrected in Production :** In June 2021, Proterra's wiper motor supplier implemented corrective actions in its manufacturing process to address the root cause.

## **Recall Schedule :**

**Description of Recall Schedule :** Proterra will notify affected owners about this recall on or before April 10, 2023.

**Planned Dealer Notification Date :** APR 03, 2023 - APR 10, 2023

**Planned Owner Notification Date :** APR 03, 2023 - APR 10, 2023

\* NR - Not Reported