



FINAL LETTER

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 23V-078

This notice applies to vehicles with the following vehicle VIN numbers: See enclosed VIN list.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

April 3, 2023

Dear Proterra Vehicle Owner,

This notice applies to certain Proterra 35' Catalyst, 35' ZX5 and 40' ZX5 Transit Buses, equipped with windshield wiper motors supplied by Doga USA Corp. and produced between June 1, 2020 and January 1, 2022.

What is the reason for this notice?

Proterra has determined that windshield wiper motors installed on vehicles within the recall population may operate intermittently or stop operating. This may cause a noncompliance with Federal Motor Vehicle Safety Standard ("FMVSS") 104 – Windshield Wiping and Washing Systems, and may cause reduced visibility or loss of visibility in certain conditions, increasing the risk of a crash. Wiper motors within the recall population will be replaced with new wiper motors at no cost to the vehicle owner.

Why is your equipment being recalled?

Vehicles equipped with the affected windshield wiper motors are being recalled because a wiper motor that operates intermittently or stops operating may cause reduced visibility or loss of visibility in certain conditions, increasing the risk of a crash. **Proterra will provide a replacement of the affected wiper motor 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.

IMPORTANT

- Your Proterra vehicle is subject to NHTSA Safety Recall No. 23V-078 because a wiper motor that operates intermittently or stops operating may cause reduced visibility or loss of visibility in certain conditions, increasing the risk of a crash.
- Affected wiper motors within the recall population will be removed and replaced with non-defective wiper motors. Proterra is providing this remedy to you 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?

Affected wiper motors within the recall population will be removed and replaced with non-defective wiper motors. Proterra is providing this remedy to you free of charge. A Proterra service representative will contact you to make arrangements for the remedy to be implemented.

What Should You Do?

A Proterra service representative will contact you to make arrangements for the remedy to be implemented. Please contact Proterra's customer service department at 864-438-0000 or ServiceParts@Proterra.com if you have any questions.

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 to ensure the correct remedy was applied. 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 **23V-078**.

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,

A handwritten signature in black ink that reads "David Majors". The signature is written in a cursive style with a large, stylized initial "D".

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