



INTERIM LETTER
IMPORTANT SAFETY RECALL
NHTSA Recall Number: 23V-697

This notice applies to vehicles with the following vehicle VIN numbers: see attached.

November 14, 2023

Dear Proterra Transit Bus Owner:

This notice is sent to you in accordance with 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 2019-2022 40' and 35' Catalyst 800V Transit Buses with ProDrive 1.0, and certain 2019-2022 40' and 35' ZX5 800V Transit Buses with ProDrive 1.0. Vehicles within the recall population are equipped with a PowerPhase 250 HD traction inverter (the "PP250 Inverter") manufactured by Danfoss Power Solutions with a defective thermal paste that fails to adequately transfer heat away from the insulated-gate bipolar transistor ("IGBT"). Over time, the lack of adequate heat transfer may cause the IGBT to overheat and fail. Such failure of the IGBT would result in the loss of vehicle propulsion and power steering, increasing the risk of a crash.

Why is your vehicle being recalled?

The recall population was determined by reviewing Proterra's production records. 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. 23V-697 because it is equipped with a PP250 Inverter that may cause the IGBT to fail, resulting in the loss of vehicle propulsion and power steering.
- Remedy parts are not currently available. Proterra is continuing to work with the manufacturer of the PP250 Inverter to implement a remedy program. Proterra will notify NHTSA and the affected vehicle owners when a remedy plan is available.
- The remedy will be provided free of charge.
- Contact Proterra's customer service department at 864-438-0000 or Service@Proterra.com if you have any questions.

What will Proterra Do?

Proterra is continuing to work with the manufacturer of the PP250 Inverter to implement a remedy program, including the utilization of a new thermal paste for the manufacture of remedy parts. A second notification letter with additional instructions will be issued when the remedy becomes available.

What Should You Do?

Until a remedy has been provided, please check for driver's dash warnings and diagnostic fault codes in accordance with the instructions Proterra will be providing to you.

Contact your Proterra Transit field service representative at 864-438-0000 or Service@Proterra.com if you have any questions regarding the instructions.

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 Service@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 Service@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 **23V-697**.

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 'D' and 'M'.

David Majors
VP Manufacturing, Mfg. Engineering & Quality
Proterra Operating Company, Inc.