

Friday, March 3, DTNA learned that our supplier (Proterra, Inc.) was investigating a potential defect with the automatic low voltage disconnect switch (Gigavac Switch) used on our SAF-TLINER C2 JOULEY. DTNA immediately began an investigation into this topic, speaking to Engineering and QA and beginning a detailed warranty analysis. At this time, DTNA knew of no vehicle shutdowns when in motion or otherwise in route. Monday, March 13, DTNA completed a warranty analysis, finding no reports from the field from a shutdown while the vehicle was in motion. On or about that same time, DTNA questioned the supplier about possible shutdowns while in motion and continued DTNA's own internal investigation into possible failures while in motion; nonetheless, at this time, there continued to be no known occurrences of such a failure effect. However, DTNA continued to analyze the possibility that such a shutdown was possible. On March 28, DTNA decided that there exists a theoretical possibility of such a shutdown in motion and, out of an abundance of caution given the circumstances, decided to recall. On May 25, DTNA amended the DIR to update the remedy, stating it is currently under validation. Subsequent to submitting this Defect Information Report, in June 2023, DTNA was informed of two reports of vehicles in the recall population that had experienced a shutdown. Upon review, there was no evidence of water intrusion into the automatic low voltage disconnect switch and DTNA began to investigate further. In mid-June, DTNA received notice from a District Service Manager of some vehicles having a separate issue, one of which may have had a shutdown; DTNA promptly began investigating. Within that investigation, DTNA found 10 warranty claims (of which two are for one vehicle) and 4 field reports (of which one is ambiguous), no reported injuries nor deaths. On August 17, DTNA determined that on this same, exact vehicle population there exists an additional failure mechanism impacting the automatic low voltage disconnect switch (Gigavac Switch) where an overload on the vehicle's electrical system could occur, resulting in the same consequence (vehicle loss of drive power, steering or vehicle lighting) without warning. DTNA's remedy for this issue and the issue originally described in this Defect Information Report will resolve both conditions. On September 13, 2023, DTNA submitted this updated chronology to replace the prior version that was provided in error. All substantive information related to the recall remains unchanged.

On November 3, 2023 DTNA is providing revised planned final owner and dealer notification dates and added the final remedy.