

SS1034877 Thomas/Freightliner EB2 Electric Bus Charging

Customers may experience occurrences when the vehicle will not charge. If the customer has purchased a Proterra charger with their vehicle and assistance with the charger is needed, customers can contact their selling dealer or Proterra Technical support. Customers who purchased a charger from a different supplier will need to contact the vendor for trouble shooting assistance and repair of any charger that is not supplied by Proterra. Determining if the non-charging event is caused by the charger or vehicle is the first step.

If a customer has more than one bus or more than one charger, move the bus that will not charge to another charger and see if problem persists. If only one charger is available but the customer has more than one bus, try another bus on the charger to see if problem persists.

If the customer has only one bus and one charger, use the Proterra diagnostic tool to take a can trace (30-45sec) from the time the charger is connected to the bus to when the chargers faults. Send the file to glenn.collins@daimler.com Check for any fault codes using the Proterra diagnostic tool and record the can data from the can table tab in the Proterra tool. Also; record the abort code from the high voltage tab in the charge controller section, the abort code will help determine if the problem is with the charger or the vehicle.