

# Part 573 Safety Recall Report

# 21V-268

**Manufacturer Name :** Proterra, Inc.**Submission Date :** APR 19, 2021**NHTSA Recall No. :** 21V-268**Manufacturer Recall No. :** TBD**Manufacturer Information :**

Manufacturer Name : Proterra, Inc.

Address : 1815 Rollins Road  
Burlingame CA 94010

Company phone : 4380000

**Population :**

Number of potentially involved : 25

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2020 Proterra 40' Catalyst

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : On certain buses, the Body Controller that controls the bus door motor function may have a software defect (incorrect software).

Production Dates : SEP 13, 2019 - SEP 03, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Certain buses have body controller software that controls the bus door motor function which may have a software defect (incorrect software). This could result in the bus's rear door opening unexpectedly if a passenger makes an open request within < 200 milliseconds after the rear door closes and door authorization light extinguishes while the bus is in motion at a speed below 10 km/hr (6 mile/hr).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : : Under certain and rare conditions, a passenger could make a door open request within < 200 milliseconds by pressing the door touch pad after the rear door closes and while the bus is in motion. This may increase the risk of the rear door opening under unique conditions. Proterra has received one report of injury and no death report(s) associated with this defect.

Description of the Cause : Incorrect software.

Identification of Any Warning that can Occur : None.

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : Ventura Systems

Address : 160 Gibson Ct.

Dallas North Carolina 28034

Country : United States

## Chronology :

On March 22, 2021, Proterra customer service and engineering were made aware of the incident report created by the customer regarding a rear door opening event. Proterra customer service immediately sent a field representative to inspect the two (2) affected buses and determine the root cause of the issue.

On March 29, 2021, Proterra Quality Compliance Steering Committee (committee) met to review the findings of the investigation. After reviewing the data, the committee asked for more information regarding the root cause and solution from the supplier.

On April 12, 2021, the committee decided to recall the buses delivered to the customers with the incorrect software.

On April 19, 2020, Proterra filed a notice of defect report to meet the 5 working days rule.

## Description of Remedy :

Description of Remedy Program : Proterra will provide a new software release to fix the issue.

How Remedy Component Differs from Recalled Component : New software release.

Identify How/When Recall Condition was Corrected in Production : New software release. Buses in the production were not affected.

### Recall Schedule :

Description of Recall Schedule : Note Proterra does not have a dealer network and the dates entered are only to avoid NHTSA Recall Portal error while submitting the recall 573 report.

Planned Dealer Notification Date : JUN 18, 2021 - JUN 18, 2021

Planned Owner Notification Date : JUN 18, 2021 - JUN 18, 2021

\* NR - Not Reported