



U.S. Department of Transportation

**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 13, 2025

25V772

George D'Amato
Coach and Equipment Mfg. Corp.
130 Horizon Park drive
PennYan, NY 14527

Subject: Wheelchair Restraint Retractor May Not Lock

Dear George D'Amato:

This letter serves to acknowledge Coach and Equipment Mfg. Corp.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

COACH AND EQUIPMENT/PHOENIX/2025

Mfr's Report Date: November 10, 2025

NHTSA Campaign Number: 25V772

Components:

EQUIPMENT ADAPTIVE/MOBILITY:WHEELCHAIR RESTRAINTS/SECUREMENT:LATCH/ANCHOR:

Potential Number of Units Affected: 79

Problem Description:

Coach and Equipment Mfg. Corp. (Coach and Equipment) is recalling certain 2025 Phoenix transit buses equipped with QRT-Deluxe and QRT-Max wheelchair restraints. The retractors may not lock, preventing the wheelchair from being properly secured.

Consequence:

An unsecured wheelchair can move during transit, increasing the risk of injury.

Remedy:

Dealers will be notified to inspect and replace the retractors as necessary, free of charge. Owner notification letters are expected to be mailed December 1, 2025. Owners may contact Coach and Equipment customer service at 1-800-724-8464.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Coach and Equipment Mfg. Corp.'s contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement