



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

**1200 New Jersey Avenue SE  
Washington, DC 20590**

December 11, 2025

25V841

Isabel Chanocua  
ARBOC Specialty Vehicles, LLC  
51165 Greenfield Parkway  
Middlebury, IN 46540

**Subject:** Wheelchair Restraint Retractor May Not Lock

Dear Isabel Chanocua:

This letter serves to acknowledge ARBOC Specialty Vehicles, LLC'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:**

ARBOC SPECIALTY VEHICLES/SPIRIT OF FREEDOM/2025  
ARBOC SPECIALTY VEHICLES/SPIRIT OF MOBILITY/2025

**Mfr's Report Date:** December 08, 2025

**NHTSA Campaign Number:** 25V841

**Components:**

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

**Potential Number of Units Affected:** 22

**Problem Description:**

ARBOC Specialty Vehicles, LLC (ARBOC) is recalling certain 2025 Spirit of Mobility and Spirit of Freedom transit buses. 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 inspect and replace the retractors as necessary, free of charge. Owner notification letters are expected to be mailed December, 2025. Owners may contact ARBOC customer service at 1-866-953-5555.

**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](http://www.nhtsa.gov).

**Please ensure the following requirements are met:****Reimbursement Plan Not Supplied**

Provide a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers, and dealers, in accordance with 49 CFR 573.13. Your company's plan may incorporate by reference a general reimbursement plan previously submitted to NHTSA, together with information specific to the individual recall. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (49 CFR 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the reimbursement section of an amended Part 573 Recall Report through the NHTSA Recalls Portal.

**AMENDED 573 REQUIRED.**

**Chronology Not Supplied**

As required by 49 CFR §573.6, provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the number of deaths and/or injuries) with their dates of receipt. In the case of a noncompliance, provide the test results and other information used to determine the existence of the noncompliance, including the date of each test and observation that indicated that a noncompliance might or did exist. Submit this information through an amended Part 573 report through the recalls portal. If additional space is needed, please upload as a separate miscellaneous document.

**AMENDED 573 REQUIRED.**

We have received your proposed owner notification letter and it is approved for distribution.

**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.

ARBOC Specialty Vehicles, LLC's contact for this recall will be Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,

*Alex Ansley*

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