



U.S. Department of Transportation

**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 15, 2025

25V850

Sam Geser
Daimler Trucks North America, LLC
4747 N Channel Ave
Portland, OR 97217

Subject: Wheelchair Restraint Retractor May Not Lock

Dear Sam Geser:

This letter serves to acknowledge Daimler Trucks North America, 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:

THOMAS BUILT BUSES/SAF-T-LINER C2/2027

Mfr's Report Date: December 09, 2025

NHTSA Campaign Number: 25V850

Components:

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

Potential Number of Units Affected: 1

Problem Description:

Daimler Trucks North America, LLC (DTNA) is recalling one 2027 Thomas Built Buses Saf-T-Liner C2 transit bus equipped with a QRT-Deluxe or QRT-Max wheelchair restraint. The wheel chair restraint retractor may not lock, preventing the wheelchair from being properly secured.

Consequence:

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

Remedy:

A dealer will inspect and replace the retractor, as necessary, free of charge. An owner notification letter is expected to be mailed February 7, 2026. Owners may contact DTNA customer service at 1-800-547-0712. DTNA's number for this recall is F1028.



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.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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.

Daimler Trucks North America, LLC's contact for this recall will be Emily Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

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