



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 18, 2025

25V876

Mike Harris
Rollx Vans

Subject: Wheelchair Restraint Retractor May Not Lock

Dear Mike Harris:

This letter serves to acknowledge Rollx Vans'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:

DODGE/GRAND CARAVAN/2010-2020
CHRYSLER/TOWN AND COUNTRY/2011-2015
FORD/TRANSIT/2019-2025
RAM/PROMASTER/2019-2025
FORD/E-250/2011
HONDA/ODYSSEY/2015
TOYOTA/SIENNA/2016-2017
CHRYSLER/PACIFICA/2017-2025
CHEVROLET/EXPRESS 2500/2023
CHRYSLER/VOYAGER/2022-2025
TOYOTA/SIENNA HYBRID/2024-2025
GMC/YUKON/2025
GMC/SIERRA 1500/2025

Mfr's Report Date: December 17, 2025

NHTSA Campaign Number: 25V876

Components:

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

Potential Number of Units Affected: 86

Problem Description:

Rollx Vans (Rollx) is recalling certain GMC Yukon, Sierra, Chevrolet Express 2500, Ford Transit, E-250, Toyota Sienna, Sienna Hybrid, Honda Odyssey, Chrysler Town and Country, Voyager, Pacifica, Dodge

Grand Caravan, and Ram Promaster vehicles equipped with QRT-Deluxe and QRT-Max wheelchair restraints. Please refer to Rollx's recall report for specific model year information. 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:

Rollx will work with Q'Straint to inspect and replace the retractors as necessary, free of charge. Owner notification letters are expected to be mailed January 19, 2026. Owners may contact Rollx's customer service at 1-800-956-6668.

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.

Rollx Vans's contact for this recall will be Hensly Guerra who may be reached by email at 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