



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V850

Manufacturer Name: Daimler Trucks North America, LLC

Submission Date: Dec 09, 2025

NHTSA Recall No.: 25V850

Manufacturer Recall No.: F1028

Manufacturer Information

Population

Manufacturer Name: Daimler Trucks North
America, LLC
Address: 4747 N. Channel Avenue
Portland OR, 97217-3849

Total number of potentially involved: 1
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2027-2027 THOMAS BUILT BUSES SAF-T-LINER C2

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Other

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Oct 21, 2025 - Oct 21, 2025

Number of potentially involved: 1

Descriptive Information:

The recall population is based on information supplied by Q'Straint (Wheelchair Restraint Supplier) in equipment recall# 25E063 and relates to certain Wheelchair Restraint part numbers Q8-6200 (QRT-DLX) and Q8-6209 (QRT-MAX) manufactured by supplier between 05/07/2025 to 09/10/2025 as well as a review of vehicle production records. DTNA included vehicles manufactured with suspect parts delivered after 05/07/2025.

Defect / Noncompliance Description

Description of the defect or noncompliance:

A defect, which relates to motor vehicle safety, exists in one Model Year 2027 Thomas Built Buses Saf-T-Liner C2 bus. Per the Defect Information Report supplied by Q'Straint (Wheelchair Restraint Supplier), the wheelchair restraint retractor may not lock.

FMVSS1:

FMVSS2:

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Description of the safety risk, including crash, fire, death, injury:

Per the Defect Information Report supplied by Q'Straint (Wheelchair Restraint Supplier), "An unlocked retractor will not properly secure a wheelchair and place the passenger at a risk of serious injury or death during normal vehicle travel, emergency maneuvers, or a crash."

Description of the cause:

Per the Defect Information Report supplied by Q'Straint (Wheelchair Restraint Supplier), "Sticking of the auto release function due to friction between internal components."

Identification of any warning that can occur:

Per the Defect Information Report supplied by Q'Straint (Wheelchair Restraint Supplier), "An unlocked retractor is detectable when performing standard functional inspection, pre-trip inspection, or observed abnormal wheelchair movement per Q'Straint User and Care Manual."

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: Q'Straint

Address: 4031 NE 12th Terrace
Oakland Park FL, 33334

Country: United States

Involved Components

Component Name 1: Q'STRAIN Q-8100-A1-L

Component Description: MOBILITY AID AND OCCUPANT RESTRAINT SYSTEM

Component Part Number: TBB 137764

Component Name 2: Q'STRAIN Q-8100-A1-L

Component Description: MOBILITY AID AND OCCUPANT RESTRAINT SYSTEM

Component Part Number: TBB 65010899

Chronology

In a communication from NHTSA on December 2, 2025, the agency advised DTNA that it had been identified as a purchaser of original equipment supplied by Q'straint subject to recall 25E063. Upon receiving the communication from the agency, DTNA started to identify the population of vehicles

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potentially equipped with affected wheelchair restraints subject to recall 25E063 and later that week based on a review of production records confirmed that affected parts were supplied to DTNA. On December 8, 2025, DTNA decided to conduct a recall of vehicles equipped with affected parts identified by the equipment supplier. DTNA is not aware of any injuries, deaths or claims related to this issue.

Related NHTSA Recall Number: 25E063

Description of Remedy

Remedy Type: Replace

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

A Daimler Truck North America authorized service facility will inspect and remove any retractors bearing the suspect Part Number, Lot Number, and Lot Identification. Details of the reimbursement plan will be included in the owner's notification letter. Owners are directed to seek reimbursement through authorized dealers.

How remedy component differs from recalled component:

Per the Defect Information Report supplied by Q'straint, "Remedy components will be of a different Lot Number and Lot Identification and will not exhibit the defect.

Identify how/when recall condition was corrected in production:

Per the Defect Information Report supplied by Q'straint, "All in-house suspect material was quarantined and products manufactured after September 10, 2025 did not use any suspect supplied material." All in-house suspect material was quarantined, and no products manufactured after December 9, 2025 used any suspect supplied material in DTNA production plants.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.

Planned Dealer Notification Date: Dec 29, 2025 - Dec 29, 2025

No Dealers

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Planned Interim Owner Notification Date:

No Owners

Planned Remedy Owner Notification Date: Feb 07, 2026 - Feb 07, 2026

Phased Recall

Date when VIN will be searchable: