



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

# 25V877

**Manufacturer Name:** Vantage Mobility

**Submission Date:** Jan 14, 2026

**NHTSA Recall No.:** 25V877

**Manufacturer Recall No.:**

### Manufacturer Information

### Population

**Manufacturer Name:** Vantage Mobility

**Address:** 5202 S. 28th Place  
Phoenix AZ, 85040

**Total number of potentially involved:** 1,019

**Estimated percentage with defect:** 5%

### Vehicle Information

**Vehicle 1:** 2021-2025 Toyota Sienna

**Product Category:**

**Product Type:**

**Fuel / Propulsion:** Hybrid Electric Vehicle

**Production Dates:** May 21, 2025 - Nov 13, 2025

**Number of potentially involved:** 937

**Descriptive Information:**

Completed production units from the date of receipt on potentially affected restraints until the containment date of inhouse components. Units that don't include Q'straint restraints were not included in the population. Population range from the manufacturer was determined in Q'straint recall 25E063.

**Vehicle 2:** 2021-2026 Honda Odyssey

**Product Category:**

**Product Type:**

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** May 21, 2025 - Nov 13, 2025

**Number of potentially involved:** 53

**Descriptive Information:**

Completed production units from the date of receipt on potentially affected restraints until the containment date of inhouse components. Units that don't include Q'straint restraints were not included in the population. Population range from the manufacturer was determined in Q'straint recall 25E063.

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**Vehicle 3:** 2021-2025 Chrysler Pacifica

**Product Category:**

**Product Type:**

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** May 21, 2025 - Nov 13, 2025

**Number of potentially involved:** 29

**Descriptive Information:**

Completed production units from the date of receipt on potentially affected restraints until the containment date of inhouse components. Units that don't include Q'straint restraints were not included in the population. Population range from the manufacturer was determined in Q'straint recall 25E063.

## Defect / Noncompliance Description

**Description of the defect or noncompliance:**

Vehicles shipped with Q'straint wheelchair restraints may not lock in place.

**FMVSS1:**

**FMVSS2:**

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

An unlocked retractor will not properly secure a wheelchair and place the passenger at risk of serious injury or death during normal vehicle travel, emergency maneuvers, or crash.

**Description of the cause:**

Sticking of the auto release function due to friction between internal components.

**Identification of any warning that can occur:**

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 2

**Supplier Type:** Other

**Name:** Q'straint

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

**Country:** United States

## Involved Components

**Component Name 1:** Retractor

**Component Description:** QRT-MAX, Auto Release, Auto Retract

**Component Part Number:** Q8-6209

**Component Name 2:** Retractor

**Component Description:** QRT-DELUXE, Auto Release, Auto Retract

**Component Part Number:** Q8-6200

## Chronology

On 10/31 Vantage Mobility was notified via email about the recall from the manufacturer. On 11/3 all affected purchase orders were sent by Q'straint for Vantage Mobility to verify. On 11/13 all inventory was sorted through using Q'straint recall service bulletins from component recall 25E063, all affected components were segregated. On 12/16 the remedy plan for Vantage Mobility and population were identified.

**Related NHTSA Recall Number:** 25E063

## Description of Remedy

**Remedy Type:** Replace

**Consumer Advisories:**  Do Not Drive  Park Outside

**Description of remedy program:**

Vantage Mobility will provide all parts and labor free of charge to Consumers and Dealers. An authorized Vantage Mobility dealer will need to perform the remedy to replace the wheelchair restraint retractors. For Inquiries please call VM at (800) 488-9082 or email at [Recall@vantagemobility.com](mailto:Recall@vantagemobility.com).

**How remedy component differs from recalled component:**

Replaced retractors will be from a different lot than the retractors identified in recall 25E063.

**Part 573 Safety Recall Report****25V877****Identify how/when recall condition was corrected in production:**

All vehicles onsite were inspected using the recall service bulletins provided by the manufacturer. All onsite restraints were gone through and segregated if they were identified with the nonconforming lot numbers. All production vehicles shipped on or after 11/13 have conforming retractors shipped with them.

**Reimbursement Plan**

Manufacturer used general reimbursement plan on file.

**Recall Schedule****Description of recall schedule:**

Owner notification letters will be mailed out on 1/27/26 to 1/30/26.

**Planned Dealer Notification Date:** Jan 27, 2026 - Jan 30, 2026  No Dealers

**Planned Interim Owner Notification Date:**  No Owners

**Planned Remedy Owner Notification Date:** Jan 27, 2026 - Jan 30, 2026  Phased Recall

**Date when VIN will be searchable:**