



Coach Bus Sales  
1 Keuka Business Park  
Penn Yan, NY 14527  
Attn: Gina Zito

## **SAFETY RECALL NOTICE**

November 10, 2025

Re: Safety Defect Recall Notification 25V772

Dear Coach Bus Sales

### WHAT IS BEING RECALLED:

Coach and Equipment Mfg. Corp. has decided that a safety defect exists in certain Coach and Equipment Phoenix model buses built between July 1, 2025, and October 31, 2025, that were installed with certain QSTRAINT retractor products. Accordingly, a recall to address this issue is being initiated effective November 10, 2025. There are 79 Phoenix model buses involved in this recall.

### Affected QSTRAINT Products:

QSTRAINT QRT-Deluxe and QRT-Max wheelchair restraints  
Manufactured between: May 7, 2025 – September 10, 2025  
Model Numbers QRT-DELUXE, QRT-MAX  
Part Numbers: Q8-6200, Q8-6209

### WHY IS IT BEING RECALLED:

The retractors in the affected restraints may fail to lock, preventing proper wheelchair securement. If this occurs while the vehicle is in motion, the unsecured wheelchair may shift, posing a safety hazard to occupants.

### WHAT COACH AND EQUIPMENT MFG. / QSTRAINT WILL DO:

Owners will be notified by mail about this recall. Coach and Equipment incorporation with QSTRAINT will supply free of charge replacement retractor products and instructions for identifying affected retractor products including information on how to get your free replacements.

### WHAT YOU AS THE (DEALER) SHOULD DO:

You must check all the vehicles left on site using QSTRAINT Service Bulletins (QRT-MAX & QRT-DLX). You also must contact QSTRAINT to get replacement retractor products for any found defective retractor products.

If you are a lessor of vehicles which are affected, it is required that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Please be reminded that it is a violation of Federal law for you to sell or lease the vehicles covered by this notification until this recall has been performed on these vehicles. Substantial civil penalties apply to violations of this law.



Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact QSTRAINT Toll Free 800-987-9987 or Coach and Equipment Mfg. Corp. Toll Free 800-724-8464.

Sincerely,  
George D'Amato  
Recall Administrator