

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager  
Freightliner Dealers – U.S. and Canada  
Western Star and Sterling Dealers – U.S. and Canada  
FCCC Dealers – U.S. and Canada  
Thomas Built Buses Dealers – U.S. and Canada  
Direct Warranty Customers – U.S. and Canada

Daimler Truck North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090

800-547-0712

Portland, Oregon 97208-4090

If you have questions about this letter, please submit your inquiry using the **PNA app on the DTNA Portal.**

REF # : ICI26-001  
Effective: 02/09/2026  
Revised: 03/12/2026

**SUBJECT: F1028 Recall Information**

This letter provides pertinent information regarding Recall F1028 related to the wheelchair restraint, including the estimated number of affected units, proper identification of defective components, and photo return requirements.

- An estimated 2% of the affected population has a defective wheelchair restraint. Please order replacement parts only after inspection and confirmation that the wheelchair restraint requires replacement.
- Which products are affected? Only specific part and lot combinations are affected:

Model	Part Number	Lot Number (Bar Code)	Lot Identification (Month/Year)
QRT-DLX	Q8-6200	58350	0225
QRT-MAX	Q8-6209	58957	0325

- Replacement of a defective retractor requires clear photos showing the front and back of the tag and the cut webbing. Claims submitted without these photos may be denied or charged back.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry using the Prism Network Assistant (PNA) app, located on the DTNA Portal.

*The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.*

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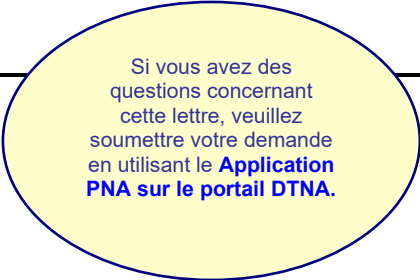
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REF # : ICI26-001  
Effective: 02/09/2026  
Révisé: 03/12/2026

SUBJECT: F1028 Informations de rappel

Cette lettre fournit des informations pertinentes concernant le rappel F1028 relatif au système de retenue du fauteuil roulant, y compris le nombre estimé d'unités concernées, l'identification correcte des composants défectueux et les exigences de retour des photos.

- On estime qu'environ 2 % des personnes concernées possèdent un système de retenue de fauteuil roulant défectueux. Veuillez commander des pièces de rechange uniquement après avoir inspecté le système et confirmé qu'il nécessite un remplacement.
- Quels produits sont concernés ? Seules certaines combinaisons de pièces et de lots sont concernées:

Model	Part Number	Lot Number (Bar Code)	Lot Identification (Month/Year)
QRT-DLX	Q8-6200	58350	0225
QRT-MAX	Q8-6209	58957	0325

- Le remplacement d'un enrouleur défectueux nécessite des photos nettes montrant le recto et le verso de l'étiquette ainsi que la sangle coupée. Les demandes soumises sans ces photos pourront être refusées ou faire l'objet d'un remboursement.

Si vous avez des questions ou besoin de plus d'informations, contactez le service des campagnes de garantie en soumettant une demande via l'application Prism Network Assistant (PNA), disponible sur le portail DTNA.

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