

F1028

<b>Creation Date:</b>	<b>February 2026</b>
<b>NHTSA #</b>	<b>25V-850</b>
<b>NHTSA School Bus #</b>	<b>25V-849</b>
<b>Transport Canada School Bus #</b>	<b>2025-678</b>

## Subject: Wheelchair Restraint

Models Affected					
Make	Model	Model Year Start	Model Year End	Production Start Date	Production End Date
Thomas Built Buses	Saf-T-Liner C2 Jouley	2026	2026	April 21, 2025	October 28, 2025
	Saf-T-Liner C2	2026	2027	November 4, 2024	November 24, 2025
	Saf-T-Liner EFX	2025	2025	September 24, 2024	September 24, 2024
	Saf-T-Liner HDX	2026	2026	December 3, 2024	December 9, 2024
	Minotour DRW	2025	2027	June 13, 2024	November 03, 2025

### General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA) has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

- Wholly owned subsidiary Thomas Built Buses

**PROBLEM:** The wheelchair retractors installed in the above vehicles may not lock. If the retractor does not lock and does not properly secure the wheelchair, there is an increased risk of injury to the wheelchair occupant.

**SOLUTION:** The wheelchair retractors will be inspected and replaced as needed.

There are approximately 730 vehicles involved.

### Additional Repairs

Dealers must complete all outstanding Recall and Field Service campaigns prior to the sale or delivery of a vehicle. A dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

### Work Instructions

Please refer to the attached work instructions.

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## Replacement Parts

Replacement parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center.

**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.**

If our records show your dealership has ordered any vehicle(s) involved in campaign number F1028, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this Recall.

**Table 1 – Replacement Parts for F1028**

Group	Part Description	Part Number	Qty
A, B	TIE DOWN RETRACTOR	QST Q8 6200L	As needed per retractors
A, B	SINGLE QRT MAX RETRACTOR MTD FOR SLIDE	QST Q8 6209SC	As needed per retractors

## Removed Parts

- For U.S. and Canadian Dealers, use the part disposition in OWL to determine how to manage removed parts (Scrap or Photo Return). Dispositions are available at the date of the repair.
- 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.**

## Claim Reimbursement – Labor Allowance

**IMPORTANT:** OWL must be viewed prior to performing the Recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP, component code, cause, corrective action and SRT code.

**Table 2 – Claim Reimbursement Table**

<b>Claim Type</b>	Recall Campaign
<b>Campaign</b>	F1028 (A-B)
<b>VMRS Component Code</b>	F99-999-005
<b>Cause Code</b>	A1 – Campaign

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<b>Primary Failed Part</b>	25-F1028-000
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**Table 3 – Labor Allowance for F1028**

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A, B	WHEELCHAIR RESTRAINT,INSPECT, (F1028)	0.1	996-F250A	06 - Inspect
A, B	WHEELCHAIR RESTRAINT,R/R (F1028)	0.2	996-F250B	12-Repair Recall/Campaign

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (F1028-A, F1028-B).
- In the Primary Failed Part field, enter 25-F1028-000.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- The VMRS Component Code is F99-999-005 and the Cause Code is A1 - Campaign.
- U.S. and Canada – Reimbursement for Prior Repairs. When a customer asks about reimbursement, please do the following:
  - Accept the documentation of the previous repair.
  - Make a brief check of the customer’s paperwork to see if the repair may be eligible for reimbursement. (See the ‘Copy of Owner Letter’ section of this bulletin for reimbursement guidelines.)
  - Submit an OWL Recall Pre-Approval Request for a decision.
  - Include the approved amount on your OWL claim in the Other Charges section.
  - Attach the documentation to the pre-approval request.
  - If approved, submit a ‘based on claim’ for the pre-approval.
  - The Dealer is required to reimburse the customer the appropriate amount.

**IMPORTANT:** OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via the Prism Network Assist at [DTNAPortal.com/PNA](http://DTNAPortal.com/PNA) if you have any questions.

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

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Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60-day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

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## Copy of Notice to Owners

### Subject: Wheelchair Restraint

**For Notice to U.S. Customers:** This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. **For Notice to Canadian Customers:** This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Thomas Built Buses, has decided that a defect, which relates to motor vehicle safety, exists in certain 2025-2027 Thomas Built Bus Saf-T-Liner C2 Jouley, Saf-T-Liner C2, Saf-T-Liner EFX and HDX, and Minotour DRW buses.

See below for additional details on vehicle applicability:

Make	Model	Model Year Start	Model Year End	Production Start Date	Production End Date
Thomas Built Buses	Saf-T-Liner C2 Jouley	2026	2026	April 21, 2025	October 28, 2025
	Saf-T-Liner C2	2026	2027	November 4, 2024	November 24, 2025
	Saf-T-Liner EFX	2025	2025	September 24, 2024	September 24, 2024
	Saf-T-Liner HDX	2026	2026	December 3, 2024	December 9, 2024
	Minotour DRW	2025	2027	June 13, 2024	November 03, 2025

The wheelchair retractors installed in the above vehicles may not lock. If the retractor does not lock and does not properly secure the wheelchair, there is an increased risk of injury to the wheelchair occupant.

A Daimler Truck North America authorized service facility will inspect and replace any affected retractors. The Recall will take approximately one hour and will be performed free of charge

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available.

To locate an authorized dealer, go to <https://northamerica.daimlertruck.com/brands/support>. At the bottom of the page click on the appropriate brand (shown as an icon), and at the top of each brand's page is an option to 'Find a Dealer'.

You may also confirm your vehicle's involvement in this recall at the following URL:  
<https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s), which appears on the notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in

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locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. **For Notice to US Customers:** If you have paid to have this recall service condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have questions about this Recall Campaign, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA-War-Campaigns@DaimlerTruck.com](mailto:DTNA-War-Campaigns@DaimlerTruck.com). For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. **For Notice to US Customers:** If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or go to <https://www.nhtsa.gov/>. **For Notice to Canadian Customers:** If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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## Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this condition corrected, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Truck North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

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## Work Instructions

**Subject: Wheelchair Restraint**

Models Affected					
Make	Model	Model Year Start	Model Year End	Production Start Date	Production End Date
Thomas Built Buses	Saf-T-Liner C2 Jouley	2026	2026	April 21, 2025	October 28, 2025
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## Inspection and Installation of Wheelchair Restraints

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Locate the Q'Straint® wheelchair restraints.

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3. Check whether the part details match reference below. Only specific part and lot combinations are affected:

QRT DELUXE 2 Knobs	Part Number Q8-6200	Lot Number 58350	Lot Identification 0225
			
QRT MAX No Knobs	Part Number Q8-6209	Lot Number 58957	Lot Identification 0325
			

Do all the listed options apply to each retractor?

**YES** → Continue with the next step for the replacement instructions.

**NO** → No further work is required. Submit a recall claim for the inspection.

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## NOTICE

The current retractor may continue to be used while the replacement part is pending, provided a pre-trip inspection is performed and the retractor is confirmed to be fully engaged.

The pre-trip inspection is performed by verifying the following:

- The locking mechanism is engaged.
- The webbing and hook do not extract from the retractor.
- Once all four wheelchair tiedown retractors are secured to both the floor anchorage and the wheelchair frame, the wheelchair is rocked back and forth to confirm proper locking and tensioning.

**IMPORTANT:** 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.

4. Remove the retractor and cut the webbing near the label, ensuring the hook remains intact. Clearly photograph the cut webbing and both the front and back of the tag. Discard the retractor and webbing. Attach the required photos of the tags and cut webbing to the recall claim.
5. Install the new retractor in the same location as the removed part by following the Q'Straint installation instructions available at <https://www.wheelchairstrap.com/collections/qstraint>.
6. From the 'Home' drop-down menu, select 'Installation and User Guides.' See [Fig. 1](#).

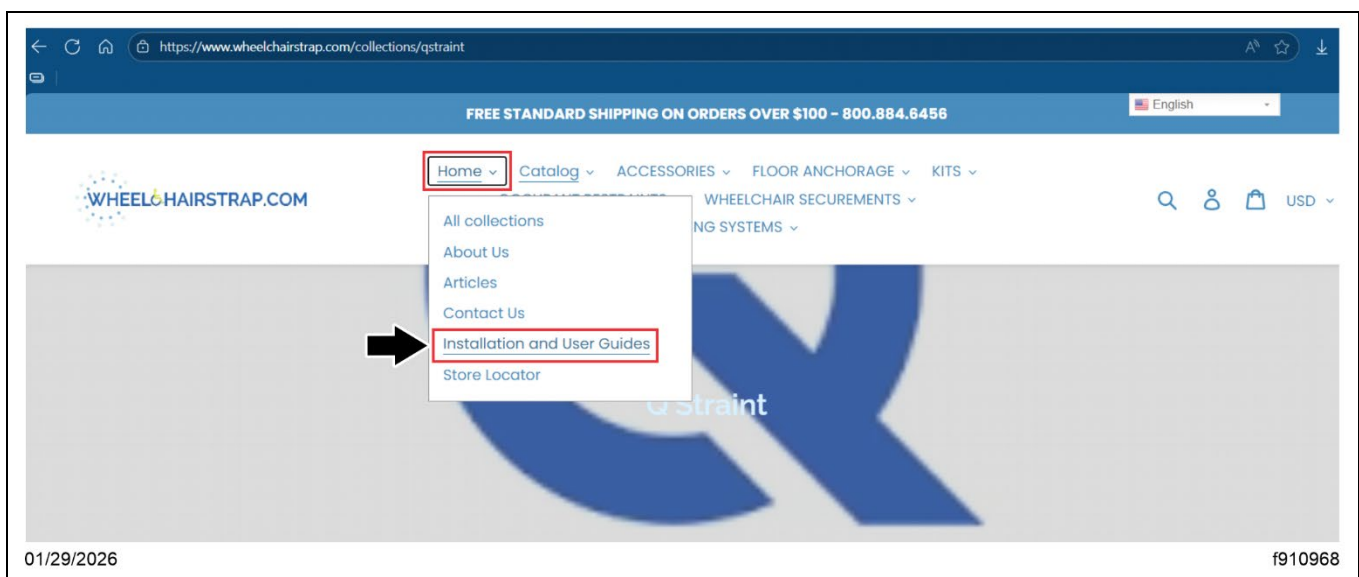
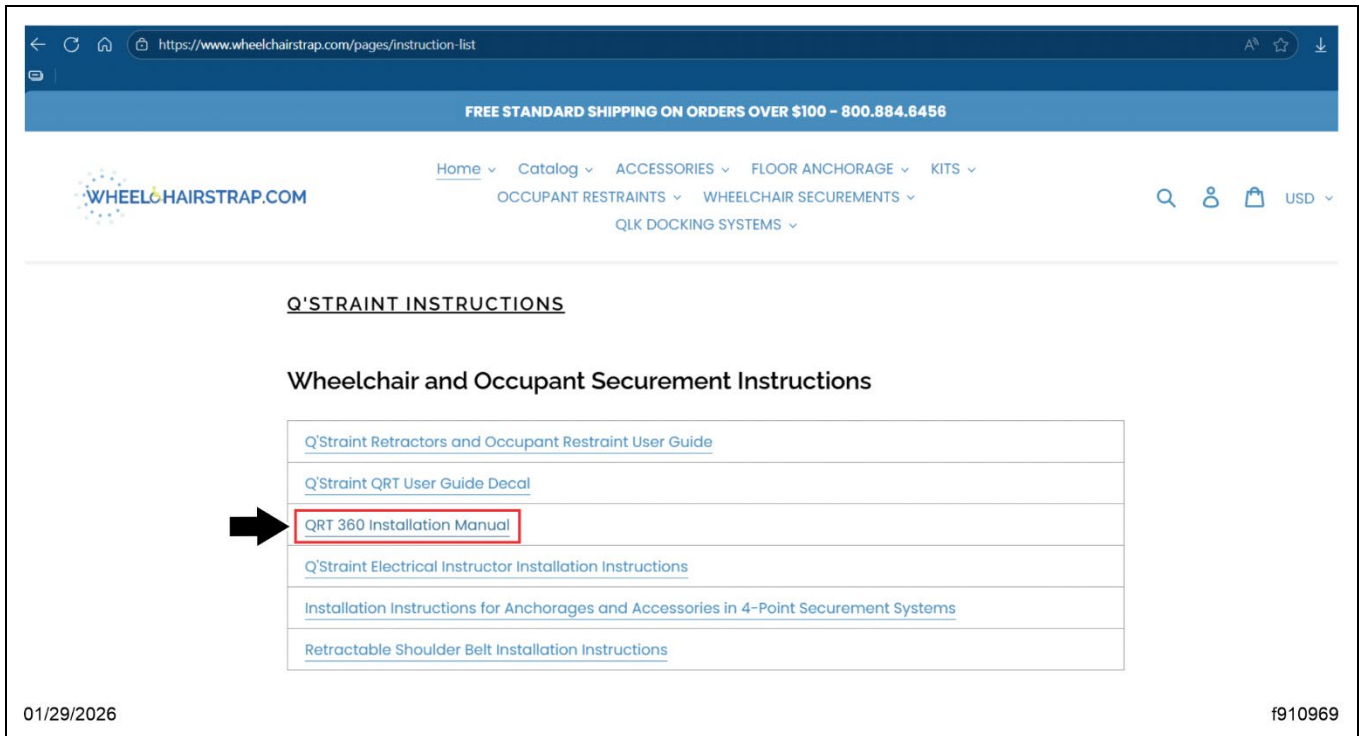


Fig. 1, Navigating to the Installation and User Guides Page

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7. Scroll to the 'Q'Straint Instructions' section and select the 'QRT 360 Installation Manual' hyperlink. See [Fig. 2](#).



**Fig. 2, Accessing the QRT 360 Installation Manual**

8. Verify integrity by performing the pre-trip inspection described in the notice below.

<b>NOTICE</b>
<p>The current retractor may continue to be used while the replacement part is pending, provided a pre-trip inspection is performed and the retractor is confirmed to be fully engaged.</p> <p>The pre-trip inspection is performed by verifying the following:</p> <ul style="list-style-type: none"><li>• The locking mechanism is engaged.</li><li>• The webbing and hook do not extract from the retractor.</li><li>• Once all four wheelchair tiedown retractors are secured to both the floor anchorage and the wheelchair frame, the wheelchair is rocked back and forth to confirm proper locking and tensioning.</li></ul>