



IMPORTANT SAFETY RECALL

This notice applies to your vehicle
NHTSA Recall No. 25V761

November 13, 2025

Re: Safety Recall 25V761 - Wheelchair Securement Retractors
Model Year / Vehicle Affected: 2024-2026 Endera Motors Shuttle Bus Vehicles

Dear Endera Motors Customer,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*.

Endera Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2024-2026 Endera Motors Shuttle Bus vehicles. This action involves vehicles manufactured by Endera Motors equipped with Q'Straint Wheelchair Securement Retractors from 5/7/2025 through 9/25/2025. Our records indicate that your vehicle(s) listed on page 3 may be included in this recall action.

WHY DOES MY VEHICLE NEED REPAIRS?

It has been determined that certain 2024-2026 Endera Motors Shuttle Buses may be equipped with faulty Q'Straint Wheelchair Securement Retractors. The affected retractors may intermittently fail to auto-lock when a wheelchair is installed at a seating position equipped with an affected retractor. If this should occur, a wheelchair may be inadequately restrained, and the occupants could be injured in the event of an emergency maneuver or crash.

WHAT WILL YOUR DEALER DO?

Your dealer will inspect your vehicle. With an abundance of caution, and to ensure continued customer safety and satisfaction, we have decided to recall this product and provide a free replacement retractor if identified. The inspection and potential replacement procedure should take approximately 30 minutes to complete. However, due to service scheduling and replacement part order time, your dealer may require your vehicle for a longer period.

WHAT SHOULD YOU DO?

Please contact your local authorized Endera dealer to schedule an appointment for your free repair as soon as possible and provide the dealer with your Vehicle Identification Number (VIN). To find your nearest dealer, visit enderamotors.com or contact us at warranty@enderacorp.com

WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact warranty@enderacorp.com

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey AVE SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

WHAT IF YOU ARE A LESSOR?

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive reimbursement for the cost of repairs made prior to receiving this notice. You may submit your receipts along with the attached Reimbursement Request Form found online at enderamotors.com by email at warranty@enderacorp.com or by mail to 804 N. Pratt St. Ottawa, OH 45875.

WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle, please contact us at enderamotors.com and let us know via email to warranty@enderacorp.com

Your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Endera Motors, in cooperation with your authorized Endera Motors retailer, will strive to minimize any inconvenience caused by this program. Thank you for your attention to this safety matter.

Sincerely,

Endera Motors, LLC