

## IMPORTANT SAFETY RECALL

NHTSA Recall No. 25V770

**This notice applies to your vehicle(s) appearing on the attached list**

December 2025

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

Corporation Micro Bird has decided that a defect which relates to motor vehicle safety exists in certain 2025 G5 transit buses equipped with Q'Straint's wheelchair tiedown retractor products shipped from May 7, 2025, to September 10, 2025. Q'Straint informed us of their recall (NHTSA #25E-063).

**So that we can notify you of recalls affecting your vehicle(s), it is important that you inform us of any change or error in your mailing address, vehicle ownership or status. Please send the completed form at the bottom of this letter to [recall@microbird.com](mailto:recall@microbird.com) using Address/Ownership Change in the Subject area.**

The affected retractors may intermittently fail to auto-lock when a wheelchair is installed at a seating position equipped with an affected retractor.

Should the retractor fail to auto-lock, a wheelchair may be inadequately restrained, and the wheelchair occupant could be injured in the event of a crash.

According to the supplier, owners/operators may continue to use the affected retractor while awaiting their replacement part(s) given they perform a pre-trip inspection to assure the retractor is fully locked. This can be accomplished by confirming the locking mechanism is engaged and that the webbing and hook do NOT extract out of the retractor. Once all four (4) wheelchair tiedown retractors are secured to the floor anchorage and wheelchair frame, the operator can rock the wheelchair back and forth to assure proper locking of the retractors.

### **To complete this recall,**

Locate the unit(s) in your fleet that appears on the attached List of Recalled Vehicles and contact a **Micro Bird dealer** to make an appointment to have your vehicle(s) corrected. The correction consists in replacing the defective part with a replacement provided to you by our dealer. Visit <https://www.microbird.com/dealers> to locate a Micro Bird dealer near you.

Q'STRAIN will reimburse labor to mitigate this recall, but it will be your responsibility as owner to contact a Micro Bird dealer to have the defect corrected. **We evaluate that 0.2 hour (12 minutes) should be sufficient to inspect each vehicle. Should replacements occur, 0.1 hour (6 minutes) should be added for each retractor that needs replacing.**

### **What if you have already paid for this repair?**

Owners who have incurred costs to obtain a remedy for the defect addressed by this recall campaign in advance of notification and have not already submitted a claim on warranty, may submit their claims to Q'STRAIN by contacting their customer service :

- By phone, toll free at 800-987-9987;
- By email, at [cs@qustraint.sure.lok.com](mailto:cs@qustraint.sure.lok.com).

Please include NHTSA recall number #25E063 as reference. Your Micro Bird dealer may assist you by providing contact information and documentation to submit your claim to Q'STRAIN.

If you have leased this vehicle to another person or organization, you must forward this letter to the lessee within ten (10) days.

If you believe Q'Straint has not remedied the defect or is unable to do so within a reasonable time, you may submit a complaint to:

**Associate Administrator, National Highway Traffic Safety Administration**

1200 New Jersey Ave S.E., Washington, DC 20590

Phone: (888) 327-4236 (TTY: 1-888-275-9171); or go to

<http://www.safercar.gov>

**If not possible to have your vehicle corrected at a Micro Bird dealer:**

Q'Straint is available to assist with materials, mailings, and reporting requirements. Contact their customer service team at 954-986-6665, toll-free at 800-987-9987, or [cs@qstraint.sure-lok.com](mailto:cs@qstraint.sure-lok.com).

**Changed address or sold the vehicle?**

If you have changed address, or have sold the vehicle, please fill in the following form, and send it to Micro Bird Corp. by email at [recall@microbird.com](mailto:recall@microbird.com), using **25-117-QVC** or **25V770** in the Subject area. The information you provide will be used to update our files and, if needed, notify the new owner about this recall.

**Recall 25-117-QVC/NHTSA Recall # 25V770**

**DO NOT COMPLETE THIS SECTION UNLESS:** Your company changed its name, moved, or no longer own this vehicle.

Vehicle serial number: \_\_\_\_\_

- This vehicle was stolen.
- This vehicle was destroyed.
- The company changed its name or moved (indicate the new name/address and phone number):
- I no longer own the vehicle (indicate the name/address and phone number of new owner).

Complete the following section **only** if your company has changed its name or moved or to provide the name and address of the new owner

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Phone: \_\_\_\_\_

Zip code: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_