



IMPORTANT SAFETY RECALL

November 25, 2025

Address

RE: Safety Standard Recall Notification: 25V772

Dear

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Coach and Equipment Mfg. Corp. has decided that a defect which relates to motor vehicle safety exists in certain 2025 Phoenix transit buses equipped with certain QSTRAINT QRT-Deluxe or QRT-Max retractor products.

IMPORTANT!

- Your Coach and Equipment Mfg. Corp. buses installed with certain QSTRAINT retractor products are being recalled.

WHAT IS BEING RECALLED:

This recall applies to approximately 79 Coach and Equipment Mfg. Corp. Phoenix buses that were manufactured between July 1, 2025, and October 31, 2025, installed with certain QSTRAINT retractor products.

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, increasing the risk of injury to occupants.

WHAT YOU AS THE (OWNER/ OPERATOR) SHOULD DO:

Inspect the buses in your fleet and replace any QSTRAINT retractor products found to be defective. Refer to the attached Service Bulletins (QRT-MAX & QRT-DLX) for instructions on identifying affected items, arranging returns and placing replacement orders.

While you are awaiting your replacement retractor, you may continue to use the affected retractor given you 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 tiedowns retractors are secured to the floor anchorage and wheelchair frame, you can rock the wheelchair back and forth to assure proper locking of the retractor.

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

Coach and Equipment incorporation with QSTRAINT will supply instructions on how to easily identify the subject product, detailed directions on the return process, and will provide you with immediate product replacements free of charge.

If you had this corrective action performed before you received this letter, you may be eligible to receive reimbursement from QSTRAINT for the cost of obtaining a pre-notification remedy for the problem associated with this recall.

If you feel that Coach and Equipment Mfg. Corp. has not fully answered your questions, or failed to remedy this defect free of charge and within a reasonable time, please contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you for your prompt attention to this matter. Your safety and satisfaction with the buses and services Coach and Equipment Mfg. Corp. provides are important to us and we regret this inconvenience to you. If you have any questions concerning these procedures, please contact QSTRAINT at: Toll Free 800-987-9987 or cs@qstraint.sure-lok.com or Coach and Equipment Mfg. Corp. at: Toll Free (800)-724-8464.

Sincerely,

George D'Amato

Recall Administrator

Coach and Equipment Mfg. Corp.



FIELD SERVICE BULLETIN

NHTSA, CAMPAIGN NUMBER 25E063

Service Type: Product Removal and Replacement

Functional: Safety Related Defect

MODEL(S)	DESCRIPTION	PART NUMBER (S)	LOT/SERIAL NUMBER(S)	DATE	REV
QRT-MAX	Wheelchair Securement Retractor	Q8-6209	LOT# 58957, LOT ID 0325	10/16/25	B

OVERVIEW

Condition: Retractor may stay unlocked. An unlocked retractor will not properly secure a wheelchair and may place the passenger at a risk of serious injury or death during emergency maneuvers, or a crash.

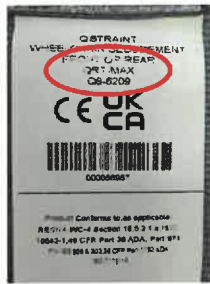
Correction: Verify Part Number Q8-6209, Lot Number 58957, Lot Identification 0325. Remove and Replace.

Please Report Inspection Results to Q'Strain Customer Service at (800)-987-9987

QRT-MAX, Q8-6209 IDENTIFICATION



QRT MAX
NO KNOBS



PART NUMBER
Q8-6209



LOT NUMBER
58957



LOT IDENTIFICATION
0325

ONLY PROCEED IF THE RETRACTOR MATCHES THE PHOTOS ABOVE

STEP	PROCEDURE	ILLUSTRATION / INSTRUCTIONS
1	Verify Retractor Identification per illustration above	Part Number: Q8-6209 Lot Number: 58957 Lot Identification: 0325
2	<p>While awaiting a Replacement Retractor</p> <ul style="list-style-type: none"> - You may continue using the retractor given you perform a pre-trip inspection and 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, you can rock the wheelchair back and forth to assure proper locking and tensioning of the retractors. 	
3	<p>Remove from Service. Do Not Use!</p> <p>Cut the webbing near label location. Discard retractor. Return hook and label section to Q'Strain.</p>	
4	<p>Retractor Replacement</p> <p>Contact Q'Strain Customer Service (800)-987-9987 for a Return Material Authorization (RMA) number for Replacement.</p>	<p>Provide the Following Information</p> <ul style="list-style-type: none"> ✓ Property Name ✓ Confirm Part Number (Q8-6209), Lot Number (58957), and Lot Identification (0325) ✓ Fitting Type: PLI (-L) or Slide N Click (-SC) ✓ Total Quantity of units



FIELD SERVICE BULLETIN NHTSA, CAMPAIGN NUMBER 25E063

Service Type: Product Removal and Replacement

Functional: Safety Related Defect

MODEL(S) QRT-DLX	DESCRIPTION Wheelchair Securement Retractor	PART NUMBER(S) Q8-6200	LOT/SERIAL NUMBER(S) LOT# 58350, LOT ID 0225	DATE 10/16/25	REV B
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OVERVIEW

Condition: Retractor may stay unlocked. An unlocked retractor will not properly secure a wheelchair and may place the passenger at a risk of serious injury or death during emergency maneuvers, or a crash.

Correction: Verify Part Number Q8-6200, Lot Number 58350, Lot Identification 0225. Remove and Replace.

Please Report Inspection Results to Q'Strait Customer Service at (800)-987-9987

QRT-DELUXE, Q8-6200 IDENTIFICATION



QRT DELUXE
TWO (2) KNOBS



PART NUMBER
Q8-6200



LOT NUMBER
58350



LOT IDENTIFICATION
0225

ONLY PROCEED IF THE RETRACTOR MATCHES THE PHOTOS ABOVE

STEP	PROCEDURE	ILLUSTRATION / INSTRUCTIONS
1	<u>Verify Retractor Identification per illustration above</u>	Part Number: Q8-6200 Lot Number: 58350 Lot Identification: 0225
2	<u>While awaiting a Replacement Retractor</u> - You may continue using the retractor given you perform a pre-trip inspection and 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, you can rock the wheelchair back and forth to assure proper locking and tensioning of the retractors.	
3	<u>Remove from Service. Do Not Use!</u> Cut the webbing near label location. Discard retractor. Return hook and label section to Q'Strait.	
4	<u>Retractor Replacement</u> Contact Q'Strait Customer Service (800)-987-9987 for a Return Material Authorization (RMA) number for Replacement.	<u>Provide the Following Information</u> ✓ Property Name ✓ Confirm Part Number (Q8-6200), Lot Number (58350), and Lot Identification (0225) ✓ Fitting Type: PLI (-L) or Slide N Click (-SC) ✓ Total Quantity of units