



## **IMPORTANT SAFETY RECALL**

**NHTSA Recall # 25V842**

December 9th, 2025

Dear [REDACTED],

This notice is sent to you in accordance with the National Highway Traffic Safety Administration (NHTSA).

ARBOC Specialty Vehicles, LLC has decided that certain 2025-2025 Spirit of Freedom vehicles equipped with QRT-MAX wheelchair Securement retractors fail to conform to Federal Motor Vehicle Safety Standard No. 207, "Seating Systems."

This notice applies to these units: [REDACTED]

### **REASON FOR THIS RECALL**

ARBOC Specialty Vehicles, LLC has been notified of Q'Straint Recall 25E063. This recall states that the Q'Straint QRT-MAX wheelchair securement retractor may have a defect which may place the passenger at a risk of serious injury or death during emergency maneuvers, or a crash.

### **WHAT WE WILL DO**

ARBOC Specialty Vehicles will notify our affected dealers and customers for Q'Straint of this Recall. Please note, as this is a Q'Straint Recall, owners are instructed to contact Q'Straint directly (not ARBOC) for any issues you may have.

### **WHAT YOU SHOULD DO**

To correct this condition, Q'Straint has developed a simple inspection procedure. If the retractor does not pass the inspection, then there is an easy remedy.

An Inspection & Service Procedure is attached that provides instructions on how to inspect the retractor and replace it if necessary. The replacement of the retractor should take approximately 15 minutes to complete.

If replacement of the retractor is needed, please contact Q'Straint Customer Service 800-987-9987 for a Return Material Authorization (RMA) number for Replacement.

ARBOC SPECIALTY VEHICLES LLC, 51165 Greenfield Parkway, MIDDLEBURY, INDIANA 46540 574-825-4880 (PHONE) \* 574-825-1750 (FAX)



Owners who have incurred costs to obtain a remedy for the defect addressed by this recall campaign prior to receiving official notification, and who have not already submitted a warranty claim, may submit their reimbursement requests to ARBOC Specialty Vehicles. Please contact ARBOC Specialty Vehicles Customer Service at 574-825-4880

The costs incurred should be comparable to repairs performed above and will be reimbursed. Please submit any reimbursement claim by **February 25, 2027**. To ensure timely processing, all submissions must include proof of payment, such as detailed receipts or invoices, clearly showing the services performed and the amounts paid.

Submit your claim to:

**ARBOC Specialty Vehicles  
51165 Greenfield Parkway  
Middlebury, Indiana 46540  
Attn.: Brad Fisher, Service and Warranty Manager**

If you have any questions pertaining to this recall, please call Q'Straint Customer Service at 800-987-9987. 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., S.E., 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>.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

ARBOC Specialty Vehicles, LLC

ARBOC SPECIALTY VEHICLES LLC, 51165 Greenfield Parkway, MIDDLEBURY, INDIANA 46540 574-825-4880 (PHONE) \* 574-825-1750 (FAX)

[www.ARBOCsv.com](http://www.ARBOCsv.com)