



Diamond Coach
2300 West 4th Street
PO Box 489
Oswego, KS 67356
620.795.2191
www.diamondcoach.com

IMPORTANT SAFETY RECALL

Dear Diamond Coach Owner: [REDACTED]
Build Order Number: 17105
This notice applies to your vehicle, VIN: [REDACTED]
NHTSA Recall No.: 25V861

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

Diamond Coach has decided that a defect, which relates to motor vehicle safety, exists in certain 2025 VIP Diamond Coach Buses equipped with Q'Straint QRT-Deluxe and QRT-Max restraints may contain a defect which relates to motor vehicle safety. 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 wheelchair occupant could be injured in the event of a crash.

Your bus, identified above, is affected. The restraints will be inspected and replaced by following Q'Straint recall # 25E063. If you have one of the affected retractors Q'Straint will provide you with a free replacement retractor. The repair should take approximately 15 minutes to complete. Please follow the accompanying safety recall letter and field service bulletin from Q'Straint recall # 25E063.

We regret any inconvenience this action may cause you. However, we are concerned about your safety and highly recommend you follow the accompanying safety recall letter from Q'Straint. If you have difficulty getting the repair made through Q'Straint, then Diamond Coach will assist you. Call 1-800-442-4645.

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

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: 1-888-275-9171); or go to <http://www.safercar.gov>.

Forward this Notice and any other uncompleted bulletins to the new owner within 10 days of receipt of this letter.

If you have leased this vehicle to another person, forward a copy of this notice to the lessee within ten days of your receipt of this notice.

Thank you for your attention to this important matter.

MOVING PEOPLE SAFELY, COMFORTABLY, AND WITH STYLE!!!

Visit our website @ www.diamondcoach.com



4031 NE 12TH TERRACE
OAKLAND PARK, FL 33334
WWW.QSTRAINT.COM

IMPORTANT SAFETY RECALL: # 25E063

Dear Valued Customer,

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

Q'Straint has determined that a defect which relates to motor vehicle safety exists in certain retractor products shipped from 5/7/25-9/10/25. Not all the retractors shipped during this period contain this defect. 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 wheelchair occupant could be injured in the event of a crash. With an abundance of caution, and to ensure your continued safety and satisfaction, we have decided to recall this product and provide you with a free replacement retractor if you have one of the affected retractors. We sincerely apologize for any inconvenience this may cause.

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 tiedown retractors are secured to the floor anchorage and wheelchair frame, you can rock the wheelchair back and forth to assure proper locking of the retractors.

We truly appreciate your understanding and continued trust as we work through this issue together. While we recognize this process may place an added burden on you and your team, we are taking steps to help minimize the impact by providing instructions on how to easily identify the subject product, detailed directions on the return process, and will be providing you with an immediate product replacement at no charge.

Please refer to the two attached Service Bulletins (QRT-MAX & QRT-DLX) for details on identifying the items for return, placing a replacement order and other helpful information.

If you are a lessor of vehicles which are affected, it is required that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no



4031 NE 12TH TERRACE
OAKLAND PARK, FL 33334
WWW.QSTRAINT.COM

longer own this vehicle, or if it has been removed from operation permanently, please inform the undersigned.

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

Should you have any questions or concerns, please reach out to our dedicated customer service team at: Direct: 954-986-6665, Toll Free 800-987-9987 or cs@qstraint.sure-lok.com.

We are here to assist you every step of the way. If you believe that Q'Strait has failed to remedy the defect or is unable to correct this defect within a reasonable time, you may submit a written complaint to:

**Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Ave. SE,
Washington, DC, 20590,
Or call 1-888-327-4236 (TTY: 1-888-275-9171);
or go to <http://www.safercar.gov>.**

Thank you for your continued support and loyalty. We are committed to making this right and ensuring you receive the high-quality products you expect from us.

Best Regards,
Q'Strait Customer Care Team



FIELD SERVICE BULLETIN

NHTSA, CAMPAIGN NUMBER 25E063

Service Type: Product Removal and Replacement

Functional: Safety Related Defect

MODEL(S) QRT-MAX	DESCRIPTION Wheelchair Securement Retractor	PART NUMBER (S) Q8-6209	LOT/SERIAL NUMBER(S) LOT# 58957, LOT ID 0325	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 Q8-6209, Lot Number 58957, Lot Identification 0325. Remove and Replace.

Please Report Inspection Results to Q'Straint 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	<u>Verify Retractor Identification per illustration above</u>	Part Number: Q8-6209 Lot Number: 58957 Lot Identification: 0325
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'Straint.	
4	<u>Retractor Replacement</u> Contact Q'Straint 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 (Q8-6209), 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'Straint 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	Verify Retractor Identification per illustration above	Part Number: Q8-6200 Lot Number: 58350 Lot Identification: 0225
2	While awaiting a Replacement Retractor - 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	Remove from Service. Do Not Use! Cut the webbing near label location. Discard retractor. Return hook and label section to Q'Straint.	
4	Retractor Replacement Contact Q'Straint Customer Service (800)-987-9987 for a Return Material Authorization (RMA) number for Replacement.	Provide the Following Information ✓ 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