



6591 West Highway 13 • Savage MN 55378

(800) 956-6668 • Fax (952) 890-1903

www.rollxvans.com

IMPORTANT SAFETY RECALL NHTSA Recall Number 25V876

VIN:

Date: February 5, 2026

Customer Name
Street Address
City, State, Zip Code

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Rollx Vans has decided that a defect, which relates to motor vehicle safety, exists in certain 2010-2025 Rollx Vans vehicles. Please see the attached document for specific models.

WHY DOES MY VEHICLE NEED REPAIR?

Rollx Vans was notified by Q'Straint that some 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, posing a safety hazard to occupants.

WHAT WILL ROLLX VANS DO?

Rollx Vans will do a free inspection of your vehicle's Q'Straint wheelchair restraint system. Upon inspection, if necessary, replace any affected retractors at no cost to you. Inspection & Remedy will take less than one hour.

WHAT SHOULD YOU DO?

Please contact Rollx Vans and schedule an appointment for your free repair as soon as possible. You may continue to use your vehicle prior to the inspection, but please conduct a pre-trip inspection to ensure each retractable is fully locked in. Confirm the locking mechanism is engaged and that the webbing and hook do not extend from the retractor. Once the wheelchair is secured with all four retractors, rock the wheelchair back and forth to verify they are locked in.

WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact Rollx Vans Customer Service at 800-956-6668.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within 10 days to comply with federal regulations.



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WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible for reimbursement if you previously paid for repairs related to this recall before receiving this notice. Please contact Rollx Vans Customer Service at 800-956-6668.

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

If you no longer own this vehicle, please contact Rollx Vans at 800-956-6668.

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: 1-877-275-9171); or go to <http://www.safercar.gov>.

Thank you for your prompt attention to this matter.

Sincerely,

Rollx Vans



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List of vehicles included in this recall:

Makes/Models/Model Years:

DODGE/GRAND CARAVAN/2010-2020
CHRYSLER/TOWN AND COUNTRY/2011-2015
FORD/TRANSIT/2019-2025
RAM/PROMASTER/2019-2025
FORD/E-250/2011
HONDA/ODYSSEY/2015
TOYOTA/SIENNA/2016-2017
CHRYSLER/PACIFICA/2017-2025
CHEVROLET/EXPRESS 2500/2023
CHRYSLER/VOYAGER/2022-2025
TOYOTA/SIENNA HYBRID/2024-2025
GMC/YUKON/2025
GMC/SIERRA 1500/2025