

1/27/2026

**Consumer Safety Recall Notice**

RE: NHTSA Defect Recall Notification 25V877

**IMPORTANT SAFETY RECALL**

Dear Vantage Mobility Conversion Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Vantage Mobility has decided that a defect, which relates to motor vehicle safety exists in certain 2021-2025 Toyota Sienna, 2021-2025 Chrysler Pacifica and 2021-2026 Honda Odyssey Vantage Mobility Conversions.

**! I M P O R T A N T !**

- **Your Vantage Mobility Minivan is being recalled.**
- **Contact your local Vantage Mobility Dealer immediately.**
- **You may have already been contacted by a dealer or Q`Straint regarding this recall, please contact your Vantage Mobility dealer even if this has been remedied already.**

**WHAT IS BEING RECALLED:**

Vantage Mobility was informed by Q`Straint, the supplier of wheelchair restraint retractors used in Vantage Mobility vehicles, that Q`Straint has issued a recall (25E063) with the National Highway Traffic Safety Administration (NHTSA) for certain QRT Retractors. As a result, Vantage Mobility has also initiated a recall for vehicles equipped with these retractors shipped between May 21<sup>st</sup>, 2025 and November 11<sup>th</sup>, 2025.

**WHY IS IT BEING RECALLED:**

The affected retractors may intermittently fail to auto-lock when securing a wheelchair, which could result in inadequate restraint. In a crash, this could increase the risk of injury to the wheelchair occupant.

**WHAT VANTAGE MOBILITY WILL DO:**

Vantage Mobility has already notified its mobility dealers and provided them with access to proper repair procedures, as well as all required parts. The dealer will replace any affected restraints with corrected replacements at no cost to you. The remedy will take approximately 30 minutes to complete.

If, after attempting to take advantage of this recall, you believe you have not been able to have your Q`Straint retractor restraints replaced without charge and within a reasonable amount of time, you may submit a complaint to 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: 1-888-275-9171); or go to <http://www.safercar.gov>.

If you have already paid to have your Vantage Mobility Conversion remedied for this issue, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, please call Vantage Mobility at (800) 488-9082.

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WHAT YOU AS THE DEALER/OWNER/OPERATOR SHOULD DO:

**Immediately call your local Vantage Mobility dealer** to schedule your vehicle for the Q`Straint QRT retractor replacement. Inform the dealer at the time of the call that you are calling in response to this voluntary recall letter. If you have difficulty doing this, please contact Vantage Mobility at (800) 488-9082 for assistance.

WHILE AWAITING SERVICE:

You may continue to use your vehicle, but please perform a pre-trip check to ensure each retractor is fully locked:

- Confirm the locking mechanism is engaged and that the webbing and hook do not extend from the retractor.
- After securing all four wheelchair tiedown retractors, rock the wheelchair back and forth to verify they are locked.

WHAT IF YOU NO LONGER OWN THE VEHICLE:

Please call Vantage Mobility at (800) 488-9082 and provide the new owner's contact information to Vantage Mobility for proper and timely notification.

WHAT IF YOU ARE THE LESSOR OF THE VEHICLE:

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

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures, please contact Vantage Mobility at (800) 488-9082 or by email at [Warranty@vantagemobility.com](mailto:Warranty@vantagemobility.com).

We apologize for the inconvenience caused by this safety recall, but the safety of our customers is our first concern.

Sincerely,

Chris Sack  
Compliance Manager  
Vantage Mobility