



## FIELD SERVICE BULLETIN NHTSA, CAMPAIGN NUMBER 25E063

<b>Service Type: Product Removal and Replacement</b>			<b>Functional: Safety Related Defect</b>		
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

### 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'Strait 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	<b><u>Verify Retractor Identification per illustration above</u></b>	Part Number: <b>Q8-6209</b> Lot Number: <b>58957</b> Lot Identification: <b>0325</b>
2	<b><u>While awaiting a Replacement Retractor</u></b> - 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 <b>NOT</b> 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	<b><u>Remove from Service. Do Not Use!</u></b> Cut the webbing near label location. Discard retractor. Return hook and label section to Q'Strait.	<p style="text-align: center; color: red;">RETURN HOOK AND LABEL SECTION TO Q'STRAIT</p>
4	<b><u>Retractor Replacement</u></b> Contact Q'Strait Customer Service (800)-987-9987 for a Return Material Authorization (RMA) number for Replacement.	<b><u>Provide the Following Information</u></b> ✓ 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