

1/12/2026

Version 1

ISSUE/CONCERN: Q`Straint recall 25E063/ Vantage Mobility supplemental recall 25V877 - Identification of wheelchair retractors with a defect.

AFFECTED VEHICLES

Year	Model	Trim	Conversion Build Date
2021-2025	Toyota Sienna Hybrid	All	5/21/25 - 11/13/2025
2021-2025	Chrysler Pacifica	All	5/21/25 - 11/13/2025
2021-2026	Honda Odyssey	All	5/21/25 - 11/13/2025

REVISION SUMMARY:

- Initial Release – REV A
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SYMPTOM:

The Q`Straint wheelchair retractor(s) may not lock automatically. If this happens, the wheelchair may not be secured correctly and could move in a crash.

POSSIBLE CAUSE:

On certain vehicles converted for wheelchair access by Vantage Mobility, the wheelchair tie-down retractors may not have been manufactured properly.

CORRECTIVE ACTION:

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, work instructions and training to maintain your vehicle correctly and safely. These procedures should not be attempted by unqualified technicians.

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.

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	<u>Verify Retractor Identification per illustration above</u>	Part Number: Q8-6200 Lot Number: 58350 Lot Identification: 0225
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. Contact Vantage Mobility via Warranty@vantage-mobility.com or (800)-488-9082 to provide the RMA and VIN numbers.	<u>Provide the Following Information</u> ✓ 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

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.

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.	
4	<u>Retractor Replacement</u> Contact Q'Straint Customer Service (800)-987-9987 for a Return Material Authorization (RMA) number for Replacement. Contact Vantage Mobility via Warranty@vantage-mobility.com or (800)-488-9082 to provide the RMA and VIN numbers.	<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