



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

**1200 New Jersey Avenue SE
Washington, DC 20590**

July 29, 2026

26V482

Paul Larose
FRONTRUNNER BUS GROUP, INC.
33 Manning Road
Billerica, MA 01821

Subject: Wheelchair Restraint Retractor May Not Lock

Dear Paul Larose:

This letter serves to acknowledge FRONTRUNNER BUS GROUP, INC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
FRONTRUNNER/FRONTRUNNER/2025

Mfr's Report Date: July 24, 2026

NHTSA Campaign Number: 26V482

Components:
EQUIPMENT ADAPTIVE/MOBILITY:WHEELCHAIR RESTRAINTS/SECUREMENT:CRITICAL
FASTENERS

Potential Number of Units Affected: 24

Problem Description:
Frontrunner Bus Group, Inc. (Frontrunner) is recalling certain 2025 Frontrunner transit buses. The retractors may not lock, preventing the wheelchair from being properly secured.

Consequence:
An unsecured wheelchair can move during transit, increasing the risk of injury.

Remedy:
Frontrunner will work with Q'Straint to inspect and replace the retractors, free of charge. Owner notification letters are expected to be mailed August 3, 2026. Owners may contact Frontrunner's customer service at 1-800-886-9247.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

FRONTRUNNER BUS GROUP, INC.'s contact for this recall will be Hensly Guerra who may be reached by email at hensly.guerra1@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement