



4031 NE 12TH TERRACE
OAKLAND PARK, FL 33334
WWW.QSTRAINT.COM

IMPORTANT SAFETY RECALL

NHTSA Recall Campaign #26E022

April 2026

Dear Valued Dealer,

Q'Straint has initiated a safety recall for some retractor products as outlined below and in the accompanying customer notification letter.

Q'Straint has determined that a defect which relates to motor vehicle safety exists in certain retractor products shipped from 11/11/25- 02/17/26. Not all the retractors shipped during this period contain this defect. The affected retractors may intermittently fail to auto-lock when a wheelchair is installed at a seating position equipped with an affected retractor. If this should occur, a wheelchair may be inadequately restrained, and the wheelchair occupant could be injured in the event of a crash.

This correspondence is to inform you of Safety Recall # 26E022, its details and to ask that you send Q'Straint any information, including name, phone number and address, of your customers who may be affected by the recall. This will allow Q'Straint to notify them directly.

We additionally ask that you review any retractors in your possession and determine if they may be affected by the recall. If they are, please contact Q'Straint for free replacement retractors. The replacement retractors are available now.

It is a violation of Federal Law for you to deliver to a customer any affected retractor determined to be covered by this notice.

Thank you for your attention to this important matter and for your continued partnership. Q'Straint is committed to customer safety and satisfaction.

Best regards,
Q'Straint Customer Care Team



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IMPORTANT SAFETY RECALL: 26E022

Dear Valued Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Q'Straint has determined that a defect which relates to motor vehicle safety exists in certain retractor products shipped from 11/11/25- 02/17/26. Not all the retractors shipped during this period contain this defect. The affected retractors may intermittently fail to auto-lock when a wheelchair is installed at a seating position equipped with an affected retractor. If this should occur, a wheelchair may be inadequately restrained, and the wheelchair occupant could be injured in the event of a crash. With an abundance of caution, and to ensure your continued safety and satisfaction, we have decided to recall this product and provide you with a free replacement retractor if you have one of the affected retractors. We sincerely apologize for any inconvenience this may cause.

While you are awaiting your replacement retractor, you may continue to use the affected retractor given you perform a pre-trip inspection to 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 of the retractors.

We truly appreciate your understanding and continued trust as we work through this issue together. While we recognize this process may place an added burden on you and your team, we are taking steps to help minimize the impact by providing instructions on how to easily identify the subject product, detailed directions on the return process, and will be providing you with an immediate product replacement at no charge.

Please refer to the attached Service Bulletin (QRT-360) for details identifying the items for return, placing a replacement order and other helpful information.



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If you are a lessor of vehicles which are affected, it is required that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, or if it has been removed from operation permanently, please inform the undersigned.

If you had this corrective action performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

Should you have any questions or concerns, please reach out to our dedicated customer service team at: Direct: 954-986-6665, Toll Free 800-987-9987 or cs@qstraint.sure-lok.com.

We are here to assist you every step of the way. If you believe that Q'Straint has failed to remedy the defect or is unable to correct this defect within a reasonable time, you may submit a written complaint to:

**Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Ave. SE,
Washington, DC, 20590,
Or call 1-888-327-4236 (TTY: 1-888-275-9171)
or go to <http://www.safercar.gov>.**

Thank you for your continued support and loyalty. We are committed to making this right and ensuring you receive the high-quality products you expect from us.

Best Regards,
Q'Straint Customer Care Team