

From: [REDACTED]
To: [Jim Johnson](#)
Cc: [REDACTED]
Subject: Fw: IMPORTANT SAFETY RECALL-NEW QStraint recall 5/14/2026
Date: Tuesday, May 26, 2026 1:44:23 PM
Attachments: [QStraint Recall #2 Dealer Letter](#) [REDACTED].docx

Here you go jim.

[REDACTED]

[REDACTED]

Service & Warranty Manager
ARBOC Specialty Vehicles, LLC

[REDACTED]



From: [REDACTED]
Sent: Tuesday, May 26, 2026 12:45 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: IMPORTANT SAFETY RECALL-NEW QStraint recall 5/14/2026

Good afternoon [REDACTED],

Here is the official Q'straint recall letter, with attached VIN list of affected units and field service bulletin. ARBOC is in the process of filing a recall with NHTSA.

If you have any questions, please let us know.

Thank you,

[REDACTED], CSSGB

OpEx & Service/Warranty Administrator



"Coming together is a beginning. Keeping together is progress. Working together is success."
Henry Ford



IMPORTANT SAFETY RECALL

NHTSA Recall # TBD

Dear [REDACTED],

ARBOC Specialty Vehicles, LLC (ARBOC) has decided that certain 2025-2026 SOF, SOM, SOI and SOE vehicles equipped with QRT-360 wheelchair restraints fail to conform to Federal Motor Vehicle Safety Standard No. 207, "Seating Systems." 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.

This determination resulted in Q'Straint filing a recall (26E022) with the National Highway Traffic Safety Administration (NHTSA). As a result, ARBOC is in process of filing a recall with NHTSA.

This notice applies to all units on the attached list.

WHAT YOU SHOULD DO

An Inspection & Service Procedure is attached that provides instructions on how to inspect the retractor and replace it if necessary.

If replacement of the retractor is needed, please contact Q'Straint Customer Service 800-987-9987 for a Return Material Authorization (RMA) number for Replacement. If further assistance is needed, please contact ARBOC Specialty Vehicles at 574-825-4880.

Please remember it is a violation of Federal law for a dealer to deliver a new motor vehicle under a sale or lease until the defect or noncompliance is remedied. All 2025-2026 SOF, SOM, SOI and SOE vehicles in your possession should be checked against the attached VIN listing and, if included in the list, checked/corrected prior to sale/lease.

Sincerely,

ARBOC Specialty Vehicles, LLC

ASV Unit #	Customer	Dealer	Model	Serial No	Chassis No	Date Shipped
7026	████	██████████	SOF	1A9D05242T6925████	1HA6GUB70SN████ 6	17-Mar-26
7027	██████████	██████████	SOI-F	1A9D09254T6925████	1FDEU6PG8SKA████	17-Mar-26



FIELD SERVICE BULLETIN NHTSA, CAMPAIGN NUMBER 26E022

Service Type: Product Removal and Replacement

Functional: Safety Related Defect

MODEL(S)	DESCRIPTION	PART NUMBER (S)	LOT/SERIAL NUMBER(S)	DATE	REV
QRT-360	Wheelchair Securement Retractor	Q011002	DOM AUG-25 or SEP-25	04/22/26	A

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 Label Part Number Q011002 and Manufacturing Month of AUG-25 or SEP-25

Please Report Inspection Results to Q'Strait Customer Service at (800)-987-9987

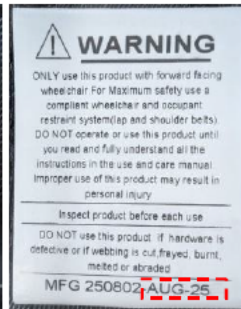
QRT-360, Q011002 IDENTIFICATION



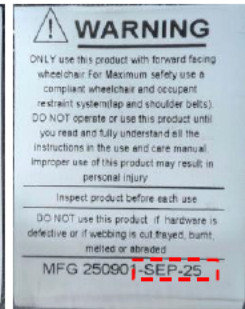
WITH SLIDE-N-CLICK WITH PLI
QRT-360 SERIES




PART NUMBER
Q011002



DATE OF MANUFACTURER
AUG-25 OR SEP-25



ONLY PROCEED IF THE RETRACTOR LABEL MATCHES THE PHOTOS ABOVE

STEP	PROCEDURE	ILLUSTRATION / INSTRUCTIONS
1	<u>Verify Retractor Identification per illustration above</u>	Part Number: Q011002 Lot Identification: AUG-25 OR SEP-25
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 LOCKED . - The LOCKING of the retractor can be confirmed by assuring 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 MUST rock the wheelchair back and forth to assure proper LOCKING and tensioning of all four (4) retractors.	
3	<u>Remove from Service. DO NOT USE!</u> Cut the webbing near label location. Either return hook and label section to Q'Strait OR provide a photo of the cut retractor(s) and wait for Q'Strait's authorization before disposing them.	 CUT WEBBING NEAR LABEL LOCATION
	<u>Retractor Replacement</u> Contact Q'Strait Customer Service (800)-987-9987 for a Return Material Authorization (RMA) number for Replacement.	<u>Provide the Following Information</u> <ul style="list-style-type: none"> ✓ Property Name ✓ Confirm Part Number (Q011002) Date of Manufacture (AUG-25 or SEP-25) ✓ Fitting Type: PLI (-L) or Slide N Click (-SC) ✓ Total Quantity of units