

SAFETY RECALL NOTICE

TO: All Authorized Frontrunner Dealers and Distributors

DATE: July 27, 2026

SUBJECT: Safety Recall #26E022 – QRT-3 Wheelchair Tie-Down Retractors

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the scope of **49 CFR Part 577 ("Defect and Noncompliance Notification")**. Q'Straint has decided that a defect which relates to motor vehicle safety exists in certain QRT-3 wheelchair retractors manufactured within specific production lots.

1. Identification of Affected Equipment

This recall covers certain **Q'Straint QRT-3 Wheelchair Tie-Down Retractors** manufactured between May 7, 2025 and September 10, 2025.

- **Affected Part Numbers:** QRT-300 series components.
- **Affected Serial Numbers:** [Insert Serial Number Range].

Note: Dealers must cross-reference their sales logs and inventory records to immediately isolate any units matching these parameters.

2. Description of the Defect

The internal mechanical locking components of the affected wheelchair tie-down retractors may fail to lock properly during vehicle operation. This defect prevents the wheelchair from being securely anchored inside a vehicle.

3. Evaluation of the Safety Risk

If the retractor mechanism fails to lock, the wheelchair can move unexpectedly during standard transit, sudden braking, or a vehicle collision. An unsecured wheelchair inside a moving vehicle significantly increases the **risk of severe injury or death** to both the wheelchair occupant and other vehicle passengers.

4. Description of the Remedy

Q'Straint will provide a completely free replacement kit for all affected QRT-3 retractors.

- **Action Required:** Authorized dealers must inspect all inventory and customer vehicles brought in under this recall. If a retractor matches the affected lot numbers, it must be removed from service and replaced using the authorized Q'Straint remedy kit.
- **Cost:** The inspection and replacement parts will be provided **completely free of charge** to both the dealer and the vehicle owner.
- **Remedy Availability:** Remedy kits and technical service bulletins will be available for shipment to dealers starting **May 1, 2026**.

5. Federal Law Prohibition & Dealer Responsibility

Pursuant to **49 CFR § 577.13** and federal law, it is a violation of Federal law (49 U.S.C. § 30120(i)) for a dealer to deliver or sell a new or used item of motor vehicle equipment covered by this notification under a sale or lease until the defect is remedied.

Accordingly, you must:

1. **Stop Sale:** Immediately cease the sale, lease, or installation of any affected QRT-3 retractors currently in your inventory.
2. **Hold Inventory:** Quarantine all affected units until the remedy kits arrive.
3. **Notify Customers:** If you have sold or installed these units on customer vehicles, please provide their contact information to Q'Straint Customer Support or contact them directly using the approved owner notification format.

6. Support and Questions

For questions regarding technical execution, parts ordering, or reimbursement procedures for dealer labor, please contact [Q'Straint Support](#) or call the dedicated recall hotline at **1-800-987-9987**.

Sincerely,

Frontrunner Bus Group, Inc.

Customer Care Team