



IMPORTANT SAFETY RECALL

NHTSA Recall #26V349

Dear [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. ARBOC Specialty Vehicles, LLC (ARBOC) has decided that a defect which relates to motor vehicle safety exists in certain 2025-2026 SPIRIT OF FREEDOM (SOF), SPIRIT OF MOBILITY (SOM), SPIRIT OF INDEPENDENCE (SOI) and SPIRIT OF EQUUS (SOE) vehicles equipped with QRT-360 wheelchair restraints.

ARBOC has determined that the following vehicles owned/operated by you are affected by this recall action:

|            |            |       |      |                         |
|------------|------------|-------|------|-------------------------|
| [REDACTED] | [REDACTED] | SOM-F | 2026 | 1FDFE4FN7TDD [REDACTED] |
| [REDACTED] | [REDACTED] | SOM-F | 2026 | 1FDFE4FN9TDD [REDACTED] |
| [REDACTED] | [REDACTED] | SOM-F | 2026 | 1FDFE4FN4TDD [REDACTED] |
| [REDACTED] | [REDACTED] | SOM-F | 2026 | 1FDFE4FN3TDD [REDACTED] |
| [REDACTED] | [REDACTED] | SOM-F | 2026 | 1FDFE4FNXTDD [REDACTED] |
| [REDACTED] | [REDACTED] | SOM-F | 2026 | 1FDFE4FN3TDD [REDACTED] |

REASON FOR THIS RECALL

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 an equipment recall (26E022) with the National Highway Traffic Safety Administration (NHTSA). As a result, ARBOC filed a recall with NHTSA; the recall number assigned is 26V349.



### **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. The replacement of the retractor should take approximately 15 minutes to complete.

Reimbursement should be made through Q'Straint. The parts will be provided free of charge, and your labor costs will be reimbursed. If you need support with material or labor, please feel free to contact ARBOC Specialty Vehicles at 574-825-4880 for assistance in obtaining the necessary parts and/or reimbursement.

If you have any questions pertaining to this recall, please call ARBOC Customer Service at 574-825-4880.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590. You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236; or go to <http://www.safercar.gov>.

If the vehicle's current owner has leased the vehicle, the owner shall send to the lessee a copy of this notice and any subsequent notice within 10 working days after the day on which the notice is received.

We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,  
ARBOC Specialty Vehicles, LLC



## FIELD SERVICE BULLETIN

### NHTSA, CAMPAIGN NUMBER 26E022

|                                                      |                                                |                           |                                              |                  |          |
|------------------------------------------------------|------------------------------------------------|---------------------------|----------------------------------------------|------------------|----------|
| <b>Service Type: Product Removal and Replacement</b> |                                                |                           | <b>Functional: Safety Related Defect</b>     |                  |          |
| MODEL(S)<br>QRT-360                                  | DESCRIPTION<br>Wheelchair Securement Retractor | PART NUMBER(S)<br>Q011002 | LOT/SERIAL NUMBER(S)<br>DOM AUG-25 or SEP-25 | DATE<br>04/22/26 | REV<br>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



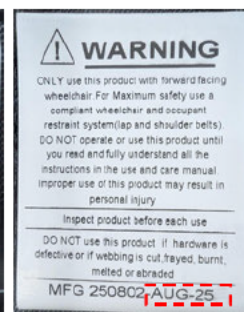
WITH SLIDE-N-CLICK  
QRT-360 SERIES



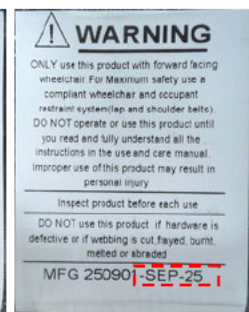
WITH PLI  
QRT-360 SERIES



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    | <b>Verify Retractor Identification per illustration above</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Part Number: <b>Q011002</b><br>Lot Identification: <b>AUG-25 OR SEP-25</b>                                                                                                                                                                                                                        |
| 2    | <b>While awaiting a Replacement Retractor</b> <ul style="list-style-type: none"> <li>You may continue using the retractor given you perform a pre-trip inspection and assure the retractor is <b>LOCKED</b>.</li> <li>The <b>LOCKING</b> of the retractor can be confirmed by assuring the locking mechanism is engaged and that the webbing and hook do <b>NOT</b> extract out of the retractor.</li> <li>Once all four (4) Wheelchair Tiedown retractors are secured to the floor anchorage and wheelchair frame, you <b>MUST</b> rock the wheelchair back and forth to assure proper <b>LOCKING</b> and tensioning of all four (4) retractors.</li> </ul> |                                                                                                                                                                                                                                                                                                   |
| 3    | <b>Remove from Service. DO NOT USE!</b><br>Cut the webbing near label location.<br><br>Either return hook and label section to Q'Strait <b>OR</b> provide a photo of the cut retractor(s) and wait for Q'Strait's authorization before disposing them.                                                                                                                                                                                                                                                                                                                                                                                                       |  <p>CUT WEBBING NEAR LABEL LOCATION</p>                                                                                                                                                                       |
| 4    | <b>Retractor Replacement</b><br>Contact Q'Strait Customer Service (800)-987-9987 for a Return Material Authorization (RMA) number for Replacement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Provide the Following Information</b> <ul style="list-style-type: none"> <li>✓ Property Name</li> <li>✓ Confirm Part Number (Q011002)</li> <li>✓ Date of Manufacture (AUG-25 or SEP-25)</li> <li>✓ Fitting Type: PLI (-L) or Slide N Click (-SC)</li> <li>✓ Total Quantity of units</li> </ul> |