

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles or provides information that could assist in proper vehicle service. These procedures should not be performed by "do-it-yourselfers". Do not assume that the condition described affects your bus. Contact Endera customer service to determine whether the Bulletin applies to your vehicle.



**26-1001**

5/19/2026

**TECHNICAL SERVICE BULLETIN**

**Potential Q'Straint Wheelchair Securement Retractor defect.**

**Model:**

Endera:	Condition:	Mfg. Date:	Communication ID:
2025-2026 Shuttle bus	Wheelchair Retractors may fail to auto-lock	9/11/2025 to 4/16/2026	NHTSA 26V312 Q'Straint 26E022

**Summary:**

Specific Part number **Q011002** and Date of Manufacturing **AUG-25 or SEP-25** Q'Straint Wheelchair Securement Retractors require replacement.

**Issue:**

Retractors may stay unlocked. An unlocked retractor will not properly secure a wheelchair and may place the passengers at a risk of serious injury or death during emergency maneuvers or a crash.

**Action:**

Locate the Wheelchair Securement Retractors. Using the attached Field Service Bulletins for reference, locate the Part Number and Date of Manufacturing of each retractor. All retractors matching the numbers on Q'Straint Campaign Number 26E022 must be replaced.



## FIELD SERVICE BULLETIN NHTSA, CAMPAIGN NUMBER 26E022

<b>Service Type: Product Removal and Replacement</b>			<b>Functional: Safety Related Defect</b>		
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  
**QRT-360 SERIES**



WITH PLI




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> Lot Identification: <b>AUG-25 OR SEP-25</b>
2	<p><b>While awaiting a Replacement Retractor</b></p> <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	<p><b>Remove from Service. DO NOT USE!</b></p> <p>Cut the webbing near label location.</p> <p>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>	 <p style="text-align: center;">CUT WEBBING NEAR LABEL LOCATION</p>
4	<p><b>Retractor Replacement</b></p> <p>Contact Q'Strait Customer Service (800)-987-9987 for a Return Material Authorization (RMA) number for Replacement.</p>	<p><b>Provide the Following Information</b></p> <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>

Parts:

<b>Service Part #</b>	<b>Model</b>	<b>Description</b>	<b>Notes:</b>
Q011002	QRT-360	QRT-360 Series Wheelchair Securement Retractor	Replace only as required

**Labor Times:**

<b>Description</b>	<b>Operation No.</b>	<b>Time</b>
Inspect Q'Straint Retractors for subject Part number and Date of Manufacturing.	1	0.2 Hrs.
Replace defective Q'Straint Retractors as required. Prepare hook and label sections for return to Endera.	2	0.2 Hrs.

**Service Procedure:**

1. Locate Q'Straint Wheelchair Securement Retractors.
2. Inspect Part number and Date of Manufacturing. (See Q'Straint Field Service Bulletin).
3. Contact Endera when inspection is completed and for replacement Retractors if targeted parts are identified.
4. Replace the Wheelchair Securement Retractors if required.
5. Cut the webbing near the label location, discard retractor, return the hook and label to Endera Motors, LLC with warranty submission for labor reimbursement.