



FIELD SERVICE BULLETIN

NHTSA, CAMPAIGN NUMBER 26E022

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

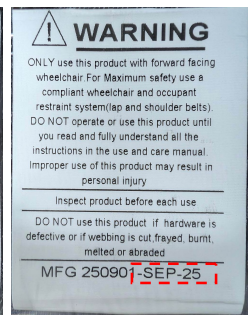
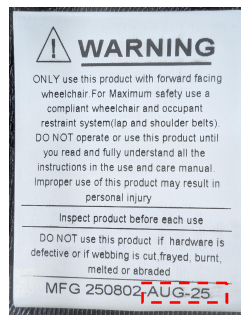
OVERVIEW

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	<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.	
4	<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> ✓ 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