

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.



25-1001
11/10/2025

TECHNICAL SERVICE BULLETIN

Potential Q'Straint Wheelchair Securement Retractor defect.

Model:

Endera:	Condition:	Mfg. Date:	Communication ID:
2024-2026 Shuttle bus	Wheelchair Retractors fail to auto-lock	5/7/2025 to 9/25/2025	NHTSA 25V761 Q'Straint 25E063

Summary:

Specific Lot Identification # Q'Straint Wheelchair Securement Retractors may 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, Lot Number and Lot Identification Number of each retractor. All retractors matching the numbers on Campaign Number 25E063 must be replaced.

NOTE There are separate campaign sheets due to 2 different models of Q'Straint Retractors involved , the QRT-DLX and the QRT-MAX.

 <p>FIELD SERVICE BULLETIN NHTSA, CAMPAIGN NUMBER 25E063</p>					
Service Type: Product Removal and Replacement			Functional: Safety Related Defect		
MODEL(S)	DESCRIPTION	PART NUMBER (S)	LOT/SERIAL NUMBER(S)	DATE	REV
QRT-DLX	Wheelchair Securement Retractor	Q8-6200	LOT# 58350, LOT ID 0225	10/16/25	B

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 Part Number Q8-6200, Lot Number 58350, Lot Identification 0225. Remove and Replace.

PLEASE REPORT INSPECTION RESULTS TO WARRANTY@ENDERACORP.COM

QRT-DELUXE, Q8-6200 IDENTIFICATION



**QRT DELUXE
TWO (2) KNOBS**



**PART NUMBER Q8-
6200**



**LOT NUMBER
58350**



**LOT IDENTIFICATION
0225**

ONLY PROCEED IF THE RETRACTOR MATCHES THE PHOTOS ABOVE

STEP	PROCEDURE	ILLUSTRATION / INSTRUCTIONS
1	<u>Verify Retractor Identification per illustration above</u>	Part Number: Q8-6200 Lot Number: 58350 Lot Identification: 0225
2	<p><u>While awaiting a Replacement Retractor</u></p> <ul style="list-style-type: none"> - You may continue using the retractor given you perform a pre-trip inspection and assure the retractor is fully locked - This can be accomplished by confirming 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 can rock the wheelchair back and forth to ensure proper locking and tension of the retractors. 	
3	<p><u>If Defective-Remove from Service. Do Not Use!</u></p> <p>Cut the webbing near label location. Discard retractor. Return hook and label section to Endera.</p>	
4	<p><u>Retractor Replacement</u></p> <p>Contact Endera at warranty@enderacorp.com. Replacement parts and labor reimbursement information will be provided.</p>	<p><u>Provide the Following Information</u></p> <ul style="list-style-type: none"> ✓ Owner Name ✓ Confirm Part Number (Q8-6200), Lot Number (58350), and Lot Identification (0225) ✓ Fitting Type: PLI (-L) or Slide N Click (-SC) ✓ Total Quantity of units



FIELD SERVICE BULLETIN NHTSA, CAMPAIGN NUMBER 25E063

Service Type: Product Removal and Replacement

Functional: Safety Related Defect

MODEL(S)	DESCRIPTION	PART NUMBER (S)	LOT/SERIAL NUMBER(S)	DATE	REV
QRT-MAX	Wheelchair Securement Retractor	Q8-6209	LOT# 58957, LOT ID 0325	10/16/25	B

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 Part Number Q8-6209, Lot Number 58957, Lot Identification 0325. Remove and Replace.

PLEASE REPORT INSPECTION RESULTS TO WARRANTY@ENDERACORP.COM

QRT-MAX, Q8-6209 IDENTIFICATION



**QRT MAX
NO KNOBS**



**PART NUMBER Q8-
6209**



**LOT NUMBER
58957**



**LOT IDENTIFICATION
0325**

ONLY PROCEED IF THE RETRACTOR MATCHES THE PHOTOS ABOVE

STEP	PROCEDURE	ILLUSTRATION / INSTRUCTIONS
1	<u>Verify Retractor Identification per illustration above</u>	Part Number: Q8-6209 Lot Number: 58957 Lot Identification: 0325
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 fully locked - This can be accomplished by confirming 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 can rock the wheelchair back and forth to ensure proper locking and tension of the retractors.	
3	<u>Remove from Service. Do Not Use!</u> Cut the webbing near label location. Discard retractor. Return hook and label section to Q'Strait.	

4	<p><u>Retractor Replacement</u> Contact Endera at warranty@enderacorp.com. Replacement parts and labor reimbursement information will be provided.</p>	<p><u>Provide the Following Information</u></p> <ul style="list-style-type: none"> ✓ Property Name ✓ Confirm Part Number (Q8-6209), Lot Number (58957), and Lot Identification (0325) ✓ Fitting Type: PLI (-L) or Slide N Click (-SC) ✓ Total Quantity of units
---	---	--

Parts:

Service Part #	Model	Description	Notes:
Q8-6200	QRT-DLX	QRT-Deluxe Wheelchair Securement Retractor	Replace only as required
Q8-6209	QRT-MAX	QRT-Max Wheelchair Securement Retractor	Replace only as required

Labor Times:

Description	Operation No.	Time
Inspect Q'Straint Retractors for subject Part, Lot, and Lot Identification Number.	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, Lot and Lot Identification numbers. (See Q'Straint Bulletins).
3. Contact Endera when inspection is completed and for replacement Retractors if faulty 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 with warranty submission for labor reimbursement.