



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 25, 2024

Dan Gohmann  
Director of Finance  
AROW Global Corp  
924 N Park View Circle  
Mosinee, WI 54455

NEF-107KL  
24E-050

**Subject:** Emergency Exit Window Latch Can Fail/FMVSS 217

Dear Dan Gohmann:

This letter serves to acknowledge AROW Global Corp's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

AROW GLOBAL/BUS EMERGENCY EXIT WINDOW/9999

**Mfr's Report Date:** June 21, 2024

**NHTSA Campaign Number:** 24E-050

**Components:**

STRUCTURE:EMERGENCY:ESCAPE/EGRESS/EXIT

STRUCTURE:EMERGENCY:ESCAPE/EGRESS/EXIT:LATCHING/RELEASE SYSTEM

**Potential Number of Units Affected:** 28

**Problem Description:**

AROW Global Corp (AROW) is recalling certain MV210 emergency exit windows. The emergency exit window latch can fail, allowing the window to open during a crash. As such, these emergency exit windows fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 217, "Bus Emergency Exits and Window Retention and Release."

**Consequence:**

A window that opens during a crash may not properly retain passengers as intended, increasing the risk of injury.

**Remedy:**

AROW will provide replacement black latch, free of charge. AROW will notify the vehicle manufacturer. Owners may contact AROW customer service at 715-693-6020.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received AROW's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

AROW Global Corp's contact for this recall will be Kristin Lepper who may be reached by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement