

Part 573 Safety Recall Report

24E-050

Manufacturer Name : AROW Global Corp

Submission Date : JUN 20, 2024

NHTSA Recall No. : 24E-050

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : AROW Global Corp

Address : 924 N Park View Circle

Mosinee WI 54455

Company phone : 6936020

Population :

Number of potentially involved : 28

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : AROW Global

Model : MV210

Part No. : MV2100000

Size : 40.15 x 39.64

Function : exit window

Descriptive Information : The recalled product is based on the manufacturing date and the unique combination of size, glass type, window type, and customer. All part numbers with this combination have been identified and included. 28 windows are affected and were sold for use on New Flyer Industries transit busses between 2009 and 2010

Production Dates : JAN 19, 2009 - APR 10, 2024

Description of Noncompliance :

Description of the Noncompliance : Specific emergency exit windows may not meet the passing criteria for FMVSS 571.217 S5.1.

FMVSS 1 : 217 - Bus emergency exits and window retention and release

FMVSS 2 : NR

Description of the Safety Risk : During a crash the emergency exit window latch may fail and allow the window to open. Passenger retention during a vehicle crash may be reduced and present and increase risk of passenger injury.

Description of the Cause : Window latch mechanism failed prior to reaching any passing criteria during destructive testing. 63% of the force threshold was achieved at failure.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name : ER Bar Latch Assembly

Component Description : MV ER Bar Assy RH - 3 Latch

Component Part Number : 0003250A replaced by AR0033486

Component Name : Split Pin

Component Description : Pin, Split - 1//8 x 0.75"

Component Part Number : 0001110F quantity increased by 1

Component Name : Egress Latch Strike

Component Description : MV ER Strike

Component Part Number : 0004040C quantity increased by 1

Component Name : Screw

Component Description : Screw, Torx BHCS, 8-32 x 0.375" 18-8 SS Clear w/thread-locker patch

Component Part Number : AR0031857 quantity increased by 2

Component Name : Rivet Nut

Component Description : Nut, PemNut, 8-32, .08/.13

Component Part Number : 0000870F quantity increased by 2

Supplier Identification :**Component Manufacturer**

Name : AROW Global

Address : 924 North Park View Circle
Mosinee Wisconsin 54455

Country : United States

Chronology :

2023 AROW discovered there were no test reports in our records verifying compliance to FMVSS 217 relating to one window type. 2023-the suspect non-compliant window type was tested and verified as being non-compliant. 2023-2024-additional testing and analysis occurred to achieve compliance with FMVSS 217. 2024 initiation of this recall along with the rework procedure and production of parts required for the rework.

Description of Remedy :

Description of Remedy Program : A parts kit has been issued to correct the affected product. The parts kit will be provided at no charge. Labor to install the parts kit will be provided by AROW Global or compensation for labor based on an agreed labor rate and time estimate.

How Remedy Component Differs from Recalled Component : A black plastic latch component will be replaced with an aluminum component and a 2 latch assembly will be replaced with a 3 latch assembly.

Identify How/When Recall Condition was Corrected in Production : The recall condition has been corrected in production in April 2024. There have been not production orders for the affected product since 2010

Recall Schedule :

Description of Recall Schedule : New Flyer Industries has been notified and they are processing notifications to their vehicle owners

Planned Dealer Notification Date : JUN 27, 2024 - JUN 27, 2024

Planned Owner Notification Date : JUN 27, 2024 - JUN 27, 2024

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : New Flyer Industries

Address : NR
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Country : NR

Company Phone : NR

* NR - Not Reported