

Part 573 Safety Recall Report

23E-018

Manufacturer Name : AROW Global Corp**Submission Date :** MAR 27, 2023**NHTSA Recall No. :** 23E-018**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :****Manufacturer Name :** AROW Global Corp**Address :** 924 N Park View Circle

Mosinee WI 54455

Company phone : 6936020**Number of potentially involved :** 1,500**Estimated percentage with defect :** 100 %**Equipment Information :****Brand / Trade 1 :** AROW Global**Model :** MV204**Part No. :** MV2040000**Size :** 40.83 x 40.10**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. Approximately 1500 windows are affected and sold for use on New Flyer Industries transit busses between 2011 and 2023

Production Dates : MAR 03, 2011 - MAR 06, 2023**Brand / Trade 2 :** AROW Global**Model :** MV204**Part No. :** MV2040001**Size :** 40.83 x 40.10**Function :** NR**Descriptive Information :** ***Production Dates :** NOV 08, 2013 - MAR 06, 2023

Brand / Trade 3 : AROW Global

Model : MV204

Part No. : MV2040002

Size : 40.83 x 40.10

Function : NR

Descriptive Information : *

Production Dates : JAN 10, 2014 - MAR 06, 2023

Brand / Trade 4 : AROW Global

Model : MV204

Part No. : MV2040005

Size : 40.83 x 40.10

Function : NR

Descriptive Information : *

Production Dates : FEB 25, 2014 - MAR 06, 2023

Brand / Trade 5 : AROW Global

Model : MV204

Part No. : MV2040006

Size : 40.83 x 40.10

Function : NR

Descriptive Information : *

Production Dates : FEB 26, 2015 - MAR 06, 2023

Brand / Trade 6 : AROW Global

Model : MV204

Part No. : MV2040007

Size : 40.83 x 40.10

Function : NR

Descriptive Information : *

Production Dates : JAN 24, 2017 - MAR 06, 2023

Brand / Trade 7 : AROW Global

Model : MV204

Part No. : MV2040008

Size : 40.83 x 40.10

Function : NR

Descriptive Information : *

Production Dates : AUG 04, 2017 - MAR 06, 2023

Brand / Trade 8 : AROW Global

Model : MV204

Part No. : MV2040009

Size : 40.83 x 40.10

Function : NR

Descriptive Information : *

Production Dates : AUG 07, 2017 - MAR 06, 2023

Brand / Trade 9 : AROW Global

Model : MV207

Part No. : MV2070049

Size : 49.31 x 42.60

Function : NR

Descriptive Information : *

Production Dates : FEB 14, 2013 - MAR 06, 2023

Brand / Trade 10 : AROW Global

Model : MV207

Part No. : MV2070060

Size : 49.31 x 42.60

Function : NR

Descriptive Information : *

Production Dates : SEP 30, 2013 - MAR 06, 2023

Brand / Trade 11 : AROW Global

Model : MV207

Part No. : MV2070092

Size : 49.31 x 42.60

Function : NR

Descriptive Information : *

Production Dates : OCT 19, 2016 - MAR 06, 2023

Brand / Trade 12 : AROW Global

Model : MV207

Part No. : MV2070101

Size : 49.31 x 42.60

Function : exit window

Descriptive Information : *

Production Dates : JUN 01, 2018 - MAR 06, 2023

Brand / Trade 13 : AROW Global

Model : MV207

Part No. : MV2070108

Size : 49.31 x 42.60

Function : exit window

Descriptive Information : *

Production Dates : AUG 09, 2019 - MAR 06, 2023

Description of Noncompliance :

Description of the Specific emergency exit windows may not meet the passing criteria for FMVSS
Noncompliance : 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. 75% of the force threshold was achieved at failure.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name : NR

Component Description : MV ER HandleAssy Red-RH-13.25"

Component Part Number : 0371480A is replaced with AR0030047

Component Name : NR

Component Description : MV Er Bar Assy RH - 2 Latch

Component Part Number : 0003250A is replaced with AR0030050

Component Name : NR

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

Component Part Number : 0001110F quantity is increased by 2

Component Name : NR

Component Description : MV Frame Locator Block-Flush

Component Part Number : AR0020076 quantity is increased by 1

Component Name : NR

Component Description : MV ER Bar Assy LH-3 Latch

Component Part Number : AR0004371 is replaced with AR0030208

Component Name : NR

Component Description : MV Flush Locator block

Component Part Number : AR0019292 quantity is increased by 2

Component Name : NR

Component Description : Screw, Hex BHCS, 8-32 x 0.374" 18-8 SS Clear w/thread lock patch

Component Part Number : AR0020115 quantity is increased by 2

Component Name : NR

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

Component Part Number : 0000870F quantity is increased by 2

Component Name : NR

Component Description : MV ER Strike

Component Part Number : 0004040C quantity is increased by 1

Supplier Identification :

Component Manufacturer

Name : AROW Global Corp

Address : 924 North Park View Circle
Mosinee Wisconsin 54455

Country : United States

Chronology :

2020- AROW discovered there were no test reports in our records verifying compliance to FMVSS 217 relating to four window types.

2020-two of the suspect non-compliant window types were tested and verified as being non-compliant, the remaining two window types were assumed to be non-compliant since they were similar

2020-2022-additional testing and analysis occurred to achieve compliance with FMVSS 217

2023 (March)-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 or 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 March 2023.

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 : MAR 06, 2023 - MAR 31, 2023

Planned Owner Notification Date : MAR 06, 2023 - MAR 31, 2023

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