



Simplicity. Serviceability. Durability.

*****IMPORTANT SAFETY RECALL*****
NHTSA RECALL NO. 23E-018

AROW Global Corp.
924 Park View Circle
Mosinee, WI 54455

March 17, 2023

Dear AROW OEM Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. AROW Global Corp. has decided that certain window assemblies fail to conform to Federal Motor Vehicle Safety Standard No. 217 "Window Retention". Accordingly, AROW Global has submitted a Part 573 Non-Compliance Notification to the National Highway Traffic Safety Administration (NHTSA) on March 7, 2023. Our records indicate that these windows have been supplied to New Flyer Industries for use in transit buses. The below table lists the affected window part numbers,

AROW Global Corp. Part Number	New Flyer Industries Part Number
MV2040000	437018
MV2040001	539483
MV2040002	547438
MV2040005	551155
MV2040006	583775
MV2040007	664220
MV2040008	690162
MV2040009	691327
MV2070049	507285
MV2070060	536821
MV2070092	640592
MV2070101	733775
MV2070108	808817



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During compliance testing of the type of windows listed, the latching hardware became disengaged prior to any of the required criteria being met. During a vehicle crash, the emergency exit window latch may fail, allow the window to open, and fail to retain passengers within the vehicle, increasing the risk of injury.

A rework solution has been developed and tested to ensure compliance to FMVSS 571.217 S5.1. AROW Global Corp. is making available these rework kits as of March 7, 2023. Included with the rework kit is an installation instruction. Rework kits will be provided at no charge and will take approximately 25 minutes to complete. Installation of rework kits will be provided by AROW Global service personnel or compensation for labor based on an agreed labor rate and time estimate. AROW Global Corp requests that New Flyer provides records of all vehicles with the affected windows. If AROW Global is unable to correct this noncompliance within a reasonable time, you may submit a written complaint to the;

Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Ave. SE,
Washington, DC, 20590,
Or call 1-888-327-4236 (TTY: 1-800-424-95130:
Or go to <http://www.safecar.gov>

Sincerely,

Scot Fjeldsted
VP Product Engineering