



U.S. Consumer Product Safety Commission – Fast Track Recall

Release Date: April 3, 2025

Release Number: 25-212

AmesburyTruth Recalls Ashland Casement Window Hinge Tracks Due to Impact Injury Hazard

Recall Summary

Name of Product: Ashland 10 inch and 14 inch two-bar casement window hinge tracks

Hazard: The metal sliding arm can disengage from the hinge track causing the window sash to fall, posing an impact injury hazard to consumers.

Remedy: Replace

Consumers should leave windows in the closed and locked positions and immediately contact AmesburyTruth to coordinate a free window inspection by a professional who will install free replacement hinge tracks for those with a manufacturing defect.

Consumer Contact: AmesburyTruth toll-free at 844-329-9697 from 8 a.m. to 5 p.m. CT Monday through Friday, by email at HingeTrackRecall@AmesburyTruth.com or online at www.amesburytruth.com/recall or www.amesburytruth.com and click on “Recalls” located on the tool bar at the top of the home webpage for more information.

Recall Details

Units: About 200,000

Description: This recall involves Ashland 10 inch and 14 inch two-bar right-hand and left-hand casement window hinge tracks installed in windows to allow the windows to be cranked opened and closed. The casement window hinge tracks include parts numbers 2003558, 2003559, 2004271 and 2004272. These products can be identified by locating “R10,” “L10,” “R14” or “L14” located on the face of the casement window hinge track. These hinge tracks were manufactured and sold to residential and commercial window manufacturers in boxes dated April 2024 through December 2024.

Incidents/Injuries: The firm has received two reported incidents involving a window sliding arm becoming disengaged from the hinge tracks. No injuries have been reported.

Sold at: AmesburyTruth to various window manufacturers or service parts providers nationwide from April 2024 through January 2025 for about \$2.

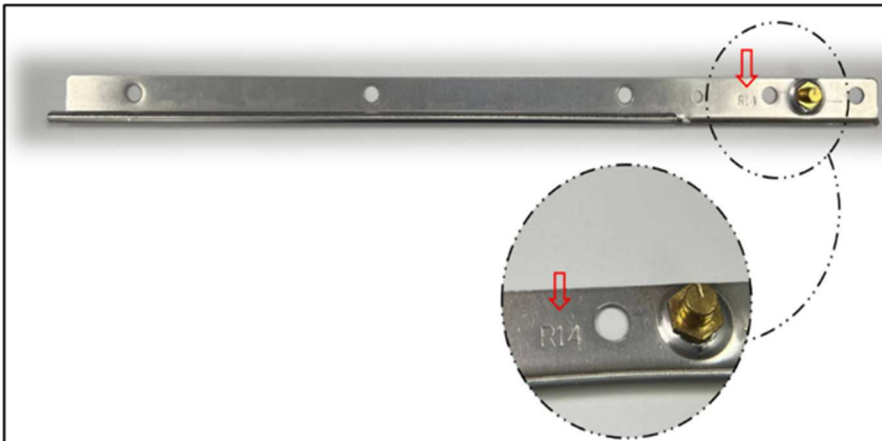
Manufacturer: Amesbury Industries Inc., d/b/a AmesburyTruth, of Houston, Texas

Manufactured in: Mexico

Photos



Recalled Hinge Track with hinge arm attached



Recalled Hinge Track with the location of the size designation

Fast Track Recall

Note: Individual Commissioners may have statements related to this topic. Please visit <http://www.cpsc.gov/commissioners> to search for statements related to this or other topics.

About the U.S. CPSC

The U.S. Consumer Product Safety Commission (CPSC) is charged with protecting the public from unreasonable risk of injury associated with the use of thousands of types of consumer products. Deaths,

injuries, and property damage from consumer product-related incidents cost the nation more than \$1 trillion annually. Since the CPSC was established more than 50 years ago, it has worked to ensure the safety of consumer products, which has contributed to a decline in injuries associated with these products.

Federal law prohibits any person from selling products subject to a Commission ordered recall or a voluntary recall undertaken in consultation with the CPSC.

For lifesaving information:

- Visit [CPSC.gov](https://www.cpsc.gov).
- Sign up to receive our [e-mail alerts](#).
- Follow us on [Facebook](#), [Instagram](#), [X](#), [BlueSky](#), [Threads](#), [LinkedIn](#) and [Truth Social](#).
- Report a dangerous product or a product-related injury on www.SaferProducts.gov.
- Call CPSC's Hotline at 800-638-2772 (TTY 800-638-8270).
- Contact a [media specialist](#).