



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

24E071

Manufacturer Name: GE Appliances, a Haier Company

Submission Date: Jun 20, 2025

NHTSA Recall No.: 24E071

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: GE Appliances, a Haier
Company

Address: 4000 Buchel Bank Road
Louisville KY, 40225

Total number of potentially involved: 0

Estimated percentage with defect: 100%

Equipment Information

Brand / Trade 1: GE Appliances

Model: ARC13MACB ARC13MACW ARC13MHCB ARC13MHCW ARC15MACB
ARC15MACW ARH13MHCB ARH13MHCW ARH15MACB
ARH15MACW PLC15MAHB PLH13BAHW-BK PLH13MAHB
PLH13MHHB PLH13MHHW PLH15BAHB PLH15BAHW PLH15BAHW-
BK PLH15MAHB PLH15MAHW 87016ABH5400 GEASST-1

Part Number: N/A

Type:

Function: Air Conditionin

Size:

Production Dates: Jun 01, 2022 - May 29, 2024

Number of potentially involved:

Descriptive Information:

Approximately 4,963 recreational vehicles manufactured by third parties that incorporate third-party ICM Controls' ICM870-16A-BH5400 soft start units that were supplied by GE Appliances and/or GE Appliances' recreational air conditioning units incorporating the ICM870-16A-BH5400 soft start unit. All of the affected air conditioning units and/or soft start units contain the same components, but the percentage of ICM870-16A-BH5400 soft start units that contain a design and/or manufacturing defect and/or that may demonstrate the unsafe condition is unknown to GE Appliances at this time.

Defect / Noncompliance Description

Description of the defect or noncompliance:

GE Appliances did not design or manufacture the ICM870-16A-BH5400 soft start units. GE Appliances incorporated the ICM870-16A-BH5400 soft start units manufactured by third-party manufacturer ICM Controls into certain recreational vehicle air conditioners distributed by GE Appliances. It also sold

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some number of the ICM870-16A-BH5400 soft start units directly to manufacturers, maintenance and/or repair entities, and/or individuals.

Upon information currently available to GE Appliances, the ICM Controls ICM870-16A-BH5400 soft start units manufactured prior to the spring of 2024 may contain some unknown design and/or manufacturing defect that increases the risk of thermal events in the affected soft start units. In coordination with ICM Controls, which manufactured and supplied the soft start units, GE Appliances continues to investigate the cause and scope of this defect, including whether any specific operating or other condition may cause these thermal events to occur and/or contribute to the possibility of such events occurring.

FMVSS1:**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

In the event that an ICM870-16A-BH5400 unit undergoes and/or initiates a thermal event, the unit may emit smoke containing the byproducts of plastic or other component material combustion and/or experience a thermal breach the soft start's enclosure, leading to the destruction of the soft start and/or localized thermal damage to the area of the air conditioning where the soft start is located. Although unconfirmed at this time, the thermal event may, in very limited instances, have the potential to spread beyond the recreational vehicle's air conditioning into the recreational vehicle's construction.

Description of the cause:

In coordination with ICM Controls, GE Appliances is still investigating the root cause of the failure mechanism, including soliciting failure analysis from ICM Controls regarding the failure mechanism occurring in the ICM870-16A-BH5400 soft start controller. Upon information currently available to GE Appliances, the ICM Controls ICM870-16A-BH5400 soft start units manufactured prior to the spring of 2024 may contain some unknown design and/or manufacturing defect that creates a possibility of thermal events in the soft start units.

Identification of any warning that can occur:

Based on currently available information, it appears that potentially affected recreational vehicle air conditioning units may cycle excessively or cease cooling if the ICM870-16A-BH5400 soft start fails, resulting in the inoperability of the installed air conditioning's compressor. Units may emit smoke and/or a burning odor, either into the RV cabin or through the external (roof mounted) housing of the unit.

Component Manufacturer**Tier of Supplier:****Supplier Type:****Name:** ICM Controls**Address:** 7313 William Barry Blvd.
Syracuse KY, 13212**Country:** United States**Involved Components**

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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: Rich Specialty Trailer/Kuntry Kustom RV**Address:** 423 S. Main Street
Topeka IN, 46571**Country:** United States**Name:** Genesis Supreme RV Inc.**Address:** 23129 Cajalco Rd
Perris CA, 92570**Country:** United States**Name:** Keystone RV Company**Address:** 2642 Hackberry Drive
Goshen IN, 46526**Country:** United States**Name:** Jayco**Address:** 903 S. Main Street
Middlebury IN, 46540**Country:** United States**Name:** Outback Customs**Address:** 8333 Southwest 29th Street
Oklahoma City OK, 73179**Country:** United States**Name:** Intelli-CORE, LLC

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Address: 24094 Minnesota HWY 22
Litchfield MN, 55355

Country: United States

Name: Thor Motor Coach

Address: 601 E Beardsley Ave
Elkhart IN, 46514

Country: United States

Name: Winnebago Industries Inc

Address: 13200 Pioneer Trail, Suite 150
Eden Prairie MN, 55347

Country: United States

Name: Forest River Inc

Address: 900 Co Rd 1
Elkhart IN, 46514

Country: United States

Chronology

GE Appliances incorporated the ICM870-16A-BH5400 soft start into multiple models of its recreational vehicle air conditioning units without a reported thermal incident until May 15, 2024. On that day, GE Appliances was notified of a thermal event in a GE Appliances model PLH15XAHW11 RVAC that appeared to originate in the soft start unit. GE Appliances first contacted ICM Controls on June 3, 2024 to report the incident and to solicit information from ICM Controls regarding thermal events ICM Controls had previously observed in the ICM870-16A-BH5400 units. On June 18, 2024, ICM Controls responded, indicating that it had not previously received any report of any such thermal event in this type of application. GE Appliances subsequently shipped this soft start to ICM Controls for further failure analysis. Between July 3, 2024 and August 16, 2024, GE Appliances received 10 reports of thermal events in GE Appliances RVAC units. GE Appliances made every effort to obtain additional information, including artifact evidence, from each of these events, and it appears from the evidence that could be obtained during this time period that the thermal events appeared to involve and/or originate in the ICM870-16A-BH5400 soft start device. Additionally, GE Appliances received insurance claims on July 17, 2024 and July 23, 2024 alleging RV property damage from fires originating in an GE Appliances RVAC unit; no further information on these claims is known at this time, including whether they contained a soft start unit. Upon receiving and analyzing the evidence related to these incidents, GE Appliances filed the instant report.

Related NHTSA Recall Number:

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Description of Remedy

Remedy Type:**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside**Description of remedy program:**

GE Appliances has issued a recall remedy kit, Part No. 24E-071X, that contains a ICM870-16A-BH5400 soft start unit manufactured after the spring of 2024 that reflects a new design and manufacture and incorporates a metal enclosure around the soft start unit. Consumers should contact their OEM to arrange for installation of the recall remedy. OEMs can contact the company at RecreationalLiving-warranty@geappliances.com or 1-800-772-7262 for more information and/or assistance in obtaining a recall remedy kit.

How remedy component differs from recalled component:

The recall remedy utilizes a ICM Controls ICM870-16A-BH5400 soft start unit manufactured after the spring of 2024 that reflects a new design and manufacture and incorporates a metal enclosure around the soft start unit.

Identify how/when recall condition was corrected in production:

According to ICM Controls, that company made various component, design, and/or manufacturing changes to the ICM870-16-BH5400 soft start module in the spring of 2024. GE Appliances' previous inventory of the ICM870-16-BH5400 utilized in its production consisted of units delivered between approximately May 12, 2022 and March 28, 2023. GE Appliances has stopped manufacturing and/or distributing any air conditioners with the ICM870-16A-BH5400 soft start and/or the ICM870-16A-BH5400 soft start as a separate component pending replacement of its ICM870-16A-BH5400 inventory and further evaluation and testing of the soft start unit and/or any necessary enclosure for the soft start unit.

Reimbursement Plan

Description of reimbursement program:**Period of reimbursement:****Costs to be reimbursed:****Address for reimbursement claims:**

Recall Schedule

Description of recall schedule:

GE Appliances has made recall kits available to OEMs in June 2025. The recreational vehicle

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manufacturers are performing any necessary direct consumer notifications.

Planned Dealer Notification Date: Jun 16, 2025 - Jun 27, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Oct 07, 2024 - Oct 18, 2024

☐ Phased Recall