

# Part 573 Safety Recall Report

# 24E-071

**Manufacturer Name :** GE Appliances, a Haier Company

**Submission Date :** AUG 26, 2024

**NHTSA Recall No. :** 24E-071

**Manufacturer Recall No. :** NR



## Manufacturer Information :

## Population :

**Manufacturer Name :** GE Appliances, a Haier Company

**Number of potentially involved :** 4,963

**Address :** 4000 Buchel Bank Road

**Estimated percentage with defect :** 100 %

Louisville KY 40225

**Company phone :** [REDACTED]

## Equipment Information :

**Brand / Trade 1 :** GE Appliances

ARC13MACB ARC13MACW ARC13MHCB ARC13MHCW ARC15MACB

ARC15MACW ARH13MHCB ARH13MHCW ARH15MACB ARH15MACW

**Model :** PLC15MAHB PLH13BAHW-BK PLH13MAHB PLH13MHHB PLH13MHHW

PLH15BAHB PLH15BAHW PLH15BAHW-BK PLH15MAHB PLH15MAHW

87016ABH5400 GEASST-1

**Part No. :** N/A

**Size :** NR

**Function :** Air Conditionin

**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.

**Production Dates :** JUN 01, 2022 - MAY 29, 2024

## Description of Defect :

Description of the Defect : 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 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

## Involved Components :

Component Name : ICM Controls ICM870-16A-BH5400 Series Soft Start

Component Description : Electronic soft start device for residential, commercial, RV & marine air conditioning units

Component Part Number : ICM870-16A-BH5400

## Supplier Identification :

### Component Manufacturer

Name : ICM Controls

Address : 7313 William Barry Blvd.  
Syracuse Kentucky 13212

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 PLH15XAHWI1 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.

## Description of Remedy :

**Description of Remedy Program :** GE Appliances is still determining an appropriate remedy for the defect. At present, GE Appliances anticipates that the remedy component may incorporate a ICM870-16A-BH5400 soft start unit manufactured after the spring of 2024 that reflects a new design and manufacture, pending substantiation by ICM Controls that these units do not contain any potential defect that may increase the risk of a thermal event. Further, GE Appliances anticipates that the remedy may incorporate a metal housing or similar enclosure around the soft start unit to create an additional containment mechanism for any potential thermal events in the soft start unit. To eliminate the potential for the defect condition/safety risk to occur, the ICM870-16A-BH5400 soft start unit can be removed from any installed recreational vehicle air conditioning unit.

**How Remedy Component Differs from Recalled Component :** GE Appliances is still determining an appropriate remedy for the defect. At present, GE Appliances anticipates that the remedy component may incorporate a ICM870-16A-BH5400 soft start unit manufactured after the spring of 2024 that reflects a new design and manufacture, pending substantiation by ICM Controls that these units do not contain any potential defect that may increase the risk of a thermal event. Further, GE Appliances anticipates that the remedy may incorporate a metal housing or similar enclosure around the soft start unit to create an additional containment mechanism for any potential thermal events in 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.

## Recall Schedule :

**Description of Recall Schedule :** GE Appliances is still determining an appropriate remedy for the defect. Once the appropriate remedy is determined, GE Appliances will be able to establish a corresponding recall schedule.

**Planned Dealer Notification Date :** OCT 11, 2024 - OCT 18, 2024

**Planned Owner Notification Date :** OCT 11, 2024 - OCT 18, 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 : Forest River Inc  
Address : 900 Co Rd 1  
Elkhart IN 46514  
Country : US  
Company Phone : (574) 389-4600

Name : Genesis Supreme RV Inc.  
Address : 23129 Cajalco Rd  
Perris CA 92570  
Country : US  
Company Phone : 951-337-0254

Name : Intelli-CORE, LLC  
Address : 24094 Minnesota HWY 22  
Litchfield MN 55355  
Country : US  
Company Phone : (320) 298-1600

Name : Jayco  
Address : 903 S. Main Street  
Middlebury IN 46540  
Country : US  
Company Phone : (574) 825-5861

Name : Keystone RV Company  
Address : 2642 Hackberry Drive  
Goshen IN 46526  
Country : US  
Company Phone : (574) 535-2100

Name : Rich Specialty Trailer/Kuntry Kustom RV  
Address : 423 S. Main Street  
Topeka IN 46571  
Country : US  
Company Phone : (260) 593-2208

Name : Outback Customs

Address : 8333 Southwest 29th Street  
Oklahoma City OK 73179

Country : US

Company Phone : (405) 745-6666

Name : Thor Motor Coach

Address : 601 E Beardsley Ave  
Elkhart IN 46514

Country : US

Company Phone : (574) 970-7460

Name : Winnebago Industries Inc

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

Country : US

Company Phone : (952) 829-8600

\* NR - Not Reported