

Part 573 Safety Recall Report

24V-656

Manufacturer Name : Airstream, Inc.**Submission Date :** NOV 21, 2024**NHTSA Recall No. :** 24V-656**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Airstream, Inc.

Address : 419 West Pike Street
PO Box 629 Jackson Center OH
45334-0629

Company phone : 937-596-6111

Population :

Number of potentially involved : 269

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Airstream Trade Wind

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The recall population was established by using the 573 information submitted (for recall 24E071) by the supplier (GE Appliances, a Haier Company) date(s) from June 1, 2022 through May 29, 2024. Airstream used that information to establish our recall scope.

Production Dates : AUG 28, 2023 - JUN 17, 2024

VIN Range 1 : Begin : 1STJYJ25RJ566765 End : 1STJYJ20RJ573381

 Not sequential**Description of Defect :**

Description of the Defect : Per the 573 submitted by the supplier (GE Appliance, a Haier Company); 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 : Per the 573 submitted by the supplier (GE Appliance, a Haier Company); 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 potential to spread beyond the recreational vehicle's air conditioning into the recreational vehicle's construction.

Description of the Cause : Per the 573 submitted by the supplier (GE Appliance, a Haier Company); 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 at the ICM870-16A-BBH5400 soft start controller. Upon information currently available to GE Appliances, the ICM870-16A-BBH5400 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 : Per the 573 submitted by the supplier (GE Appliance, a Haier Company); 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-BBH5400 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 1 : ICM870-16A-BBH5400 Series Soft Start

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

Component Part Number : GE PN-ICM870-16A-BBH5400

Supplier Identification :

Component Manufacturer

Name : GE Appliances, a Haier Company

Address : 4000 Buchel Bank Road
Louisville Kentucky 40225

Country : United States

Chronology :

5/15/2024 - Notified via Email from Airstream Customer Service of a GE A/C that had a thermal event. The customer noticed smoke coming from the air conditioner and turned in off. The email mention a second GE air conditioner claim regarding the soft start. There was no thermal event with the second claim. Notified the GE representative of the situation and provided them with necessary photos and information.

5/16/24 - The GE representative confirmed that this was an isolated incident based on the photos, and they would continue production. He confirmed that Airstream could continue to install units online and that there was not a hold on shipping product.

5/24/2024 - GE representative confirmed that they had received the product back yesterday 5/23 and are in process of reviewing. Ge thanked us for our patience while they work through this process.

6/6/2024 - Airstream was notified from GE they will be no longer supply soft starts installed on their units. Verbally confirmed nothing was wrong with the soft starts on the units we were building, and that it was due to communication that had broken down with supplier. GE will need to figure out next steps with Airstream.

6/13/2024 - Airstream requested GE be onsite 6/14 to review our soft start installation of the third-party soft start on the GE A/C. We installed Micro Air ASY-364-X20-IP.

6/14/2024 - GE came onsite to review our installation of Micro Air soft start. Serial numbers collected by production staff.

8/27/2024 - GE rep reached out to notify there was an update on the GE soft starts.

8/28/2024 - Airstream contacted GE rep via phone who updated that a recall (573) was filed on ICM870-16A-BH5400 soft start that is used on GE A/C PLH15BAHW-BK. Airstream #690810-03.

8/29/2024 - Airstream searched the warranty data and discovered (2) more units with similar failures.

8/30/2024 - Airstream spoke to GE inquiring about their recently submitted 573.

9/3/2024 - See manufacturer comments for chronology.

Description of Remedy :

Description of Remedy Program : Dealers will be instructed to replace the ICM soft start module with a Micro-Air soft start module. This will be done at no cost to the customer. This repair will take approximately .75 hrs.

How Remedy Component Differs from Recalled Component : Per the 573 submitted by the supplier (GE Appliance, a Haier Company); GE Appliances is still determining an appropriate remedy for the defect.

Identify How/When Recall Condition was Corrected in Production : Airstream corrected the issue in production on June 21, 2024, by installing units GE air conditioning units without the ICM soft start units included.

Recall Schedule :

Description of Recall Schedule : Airstream has the utmost urgency in notifying owners about a recall that affects their vehicle. Letters will be sent out once all pertinent information has been gathered.

Planned Dealer Notification Date : NOV 11, 2024 - NOV 11, 2024

Planned Owner Notification Date : NOV 11, 2024 - NOV 11, 2024

* NR - Not Reported