



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

# 24V831

**Manufacturer Name:** Jayco, Inc.

**Submission Date:** Jun 19, 2025

**NHTSA Recall No.:** 24V831

**Manufacturer Recall No.:** 9901615

### Manufacturer Information

### Population

**Manufacturer Name:** Jayco, Inc.

**Address:** 903 South Main Street  
PO Box 460  
Middlebury IN, 46540

**Total number of potentially involved:** 8

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2024-2024 Jayco North Point FW

**Product Category:** Trailers

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Mar 27, 2024 - Mar 27, 2024

**Number of potentially involved:** 1

**Descriptive Information:**

GE Appliances, a Haier Company provided a list of affected Air Conditioners purchased by Jayco Inc. that are affected by GE equipment recall 24E-071 and our Regulatory Compliance Team determined the scope from our production records. The affected air conditioners were produced on June 1, 2022 – May 29, 2024

**Vehicle 2:** 2024-2024 Jayco Pinnacle FW

**Product Category:** Trailers

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Jan 31, 2024 - Jun 25, 2024

**Number of potentially involved:** 7

**Descriptive Information:**

GE Appliances, a Haier Company provided a list of affected Air Conditioners purchased by Jayco Inc. that are affected by GE equipment recall 24E-071 and our Regulatory Compliance Team determined the scope from our production records. The affected air conditioners were produced on June 1, 2022 – May 29, 2024

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## Defect / Noncompliance Description

### Description of the defect or noncompliance:

Jayco Inc. and GE Appliances, a Haier Company is recalling certain recreational vehicle air conditioners, equipped with a soft start device with part number ICM870-16A-BH5400. The air conditioner soft start device may fail and overheat.

### FMVSS1:

### FMVSS2:

### Description of the safety risk, including crash, fire, death, injury:

An air conditioner soft start device that overheats increases the risk of a fire.

### Description of the cause:

GE Appliances is still investigating the root cause of the failure.

### Identification of any warning that can occur:

Per GE based on current information it appears that potentially affected air conditioners 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

**Component Name 1:** 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

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## Chronology

See GE Appliances Chronology for Equipment Recall 24E-071. 10/15/2024 Jayco Inc. Compliance received a safety recall letter in the mail from GE Appliances, a Haier Company regarding their recall 24E-071 in regards to recreational vehicle air conditioners, equipped with a soft start device with part number ICM870-16A-BH5400. The air conditioner soft start device may fail and overheat. Jayco Inc. compliance was informed that we purchased one or more air conditioner units affected by the recall. 10/21/2024 The Warranty Incident Review Committee (WIRC) discussed the incident and elevated it to CPAC. 10/22/2024 The Corrective Preventive Action Committee (CPAC) discussed the incident and elevated it to SSC. 10/30/2024 The Safety Steering Committee (SSC) met and voted to proceed with filing a safety recall with NHTSA and Transport Canada. Jayco Inc. is not aware of any warranty claims related to this matter. As of 1-10-25 The final remedy is still being determined. As of 2-4-25 The final remedy is still being determined. As of 3-28-25 GE Appliances is still determining an appropriate remedy for the defect. Based upon current information, the Company believes that a company sanctioned recall remedy may be available in April 2025.

Update: 6-17-25 GE appliances notified Jayco that a Remedy is now available for 24E-071 Regarding ICM soft start module.

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Replace

**Consumer Advisories:**  Do Not Drive  Park Outside

**Description of remedy program:**

Jayco Inc. Dealers will remove the recalled ICM 870-16A unit (ICM870-16A – White Box), install the new ICM soft-start unit and associated enclosure (ICM870-16A – Blue Box), and test the operation of the RVAC unit during and after installation. Repairs made prior to the recall will be reimbursed in accordance with our Recall Reimbursement Plan on file with NHTSA. Jayco Inc. will file completion reports.

**How remedy component differs from recalled component:**

The new replacement soft start component contains a larger module (ICM870-16A – Blue Box) inside a metal enclosure. The recalled soft start component module is the (ICM870-16A – White Box) with no metal enclosure.

**Identify how/when recall condition was corrected in production:**

Jayco Inc. has not used GE air conditioners equipped with a soft start device ICM870-16A-BH5400 in production as of 6/25/24.

## Reimbursement Plan

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Manufacturer used general reimbursement plan on file.

**Recall Schedule****Description of recall schedule:**

Jayco Inc. will notify its dealers and affected retail owners.

**Planned Dealer Notification Date:** Jul 18, 2025 - Jul 18, 2025 No Dealers**Planned Interim Owner Notification Date:** No Owners**Planned Remedy Owner Notification Date:** Jul 18, 2025 Phased Recall**Date when VIN will be searchable:**