

IMPORTANT SAFETY RECALL

June 17, 2025

This Notice Applies to Your Trailer- See Attached List of affected Trailer(s)

NHTSA Recall No. 24V902

(Customer Name)
(Address)
(City), (State) (Zip)



Rich Specialty Trailers
423 S. Main St.
Topeka, IN 46571

Dear Valued Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Kuntry Kustom RV, LLC dba Rich Specialty Trailers has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2023 to 2024 Rich Specialty Trailers, fifth wheels, or goosenecks built as a specialty trailer, sanitation trailer, or office trailer.

WHAT IS THE DEFECT AND THE REASON FOR RECALL?

Certain G.E. roof mounted air conditioners were installed with an add-on “soft start” third party IMC Controls component ICM870-16A-BH5400 which may fail and overheat increasing the risk of fire or thermal event in the “soft start” component.

RECALL REMEDY

The remedy to eliminate the potential for the defect condition/safety risk to occur is to remove the ICM870-16A-BH5400 “soft start” component from any G.E. installed air conditioning unit. This installed add-on “soft start” is not a necessary component for the normal function of the air conditioning unit and trailer. Please see the included inspection and removal procedures.

EVALUATION OF RISK TO THE VEHICLE AND OPERATORS

In the event that an ICM870-16A-BH5400 unit undergoes and/or initiates a fire or thermal event, the unit may emit smoke containing the byproducts of plastic or other component material combustion and/or experience a thermal breach of 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 trailer vehicle’s air conditioning into the trailer’s construction.

WHAT WE NEED YOU TO DO

Do not use the air conditioning until the “soft start” has been removed from the air conditioner. Please schedule the removal of the “soft start” component at your local RV or trailer repair center. The vehicle Owner is responsible for arranging to have the work completed. For additional assistance our service department can be contacted at 260-593-2279 or you can email our service department at Service@RichTrailers.com.

**HOW LONG
WILL THE
REMOVAL OF
THE SOFT
START TAKE?**

The estimated time of the repair is .50 hours. There is no charge to the vehicle owner for the removal of the soft start component. Please note the air conditioning will function without this "soft start" component. GE will reimburse the repair directly by contacting the G.E. provided resource phone number, call 1-800-772-7262 and select the option for the Soft Start Recall which is option # 6. Or you may submit for reimbursement to Rich Specialty Trailers (aka Kuntry Kustom RV, LLC) at email Service@RichTrailers.com. Include the last 5 digits of the trailer VIN number, the serial number of the air conditioner, a picture of the air conditioner with the soft start removed and an invoice. If you had this repair completed prior to receipt of this recall notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Please provide proof of replacement along with an invoice and email to Service@RichTrailers.com for reimbursement.

If you take your vehicle to your chosen service center on the agreed service date and the service center does not remedy this condition on that date or within three (3) days, please contact our Customer Service Department at 260 593 2279. If after contacting your dealer and Customer Service you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153): or go to <http://www.safercar.gov>.

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We certainly regret this inconvenience; however, your safety is our utmost priority.

Sincerely,

Rich Specialty Trailers

423 S. Main St.

Topeka, IN 46571



Kuntry Kustom RV, LLC dba Rich Specialty Trailers 423 S. Main St. Topeka, IN 46571

Kuntry Kustom RV, LLC warranty does not cover loss of use of product by Buyer either during production time before delivery by Seller or in loss of use of product due to warranty repairs necessary for operation of product. Additionally, the warranty does not cover Buyers extra expenses such as transportation to and from service center or manufacturing plant location, inconvenience, commercial loss, towing charges, bus fares, vehicle rental, charges such as telephone calls or lodging bills, or other incidental or consequential damages. This limited warranty shall not cover, and Seller shall not under any circumstances be liable for, damages for injuries to persons or property; loss of product; loss of profits; loss of use; expenses of labor, travel or other items relating to the removal, replacement or recall of defective goods; damages resulting from the removal of defective goods or the installation of repaired or replacement goods; expenses relating to the transportation of goods to and from Seller's facility; damages resulting from any consequential, incidental, contingent or special damages, whether arising in contract, in tort or under statute; or any other damages or expenses not agreed upon in writing by Seller, even if Seller has been advised of the potential for any such damages or expenses. In no event shall Seller's total liability exceed the specific purchase price of the subject goods.