

July 2020



**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



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

**RE: NHTSA RECALL 20E040 FOR DOMETIC CFX3 AND CFF POWERED COOLERS**

**Dear Valued Dometic Customer:**

Dometic Corporation has determined that a defect which is related to motor vehicle safety exists with respect to both the CFX3 Powered Coolers (CFX3) and CFF Powered Coolers (CFF) that were manufactured between November of 2019 and June 18, 2020. Dometic's records show that some of the product ("powered coolers") listed below were purchased by your company and may either be in your inventory or have been installed in an RV, Commercial Vehicle, or boat that your company manufactures and sells. Dometic apologizes for the inconvenience that this places on your business and the requirement that you now have, per 49CFR Part 573 to initiate your own recall to handle these products.

**Please Note: As of this notice it is unlawful for you to sell a product that is "installed but not sold" or is "in inventory" prior to July 13, 2020, before it has had the remedy (details below) applied to the product.**

Dometic has prepared a program to remedy the defect. Included in this mailing are the following: the quantities of each product noted above that you have purchased, a set of instructions for administering the recall remedy, a warning label to be placed in a specific location on each unit, a revised operating manual, and a recall response card which must be filled out and returned for each unit remedied. Per NHTSA 49CFR Part 573, all inventory must be remedied before it can be sold.

Please take time to locate your inventory and apply the remedy per the instructions included in this packet. Alternatively, you can place them in an accessible location so that they may be used to remedy the product as you sell/install the CFX3 or CFF. Conducting the remedy at the time of the final sale, installation into the RV, Commercial Vehicle, or Boat will minimize the amount of effort you have to expend in making the remedy in your handling efforts. The remedy takes approximately four (4) minutes per unit to unbox, apply the remedy, and re-box the CFX3 or CFF.

Further, understand that you may have sold and shipped product ahead of this notice and are willing to participate in supporting you, by distributing the same remedy packets to your

Dealers, Service Centers, or end use customers, if you would like us to. Whether you choose to allow us to conduct this remedy campaign for you or whether you elect to conduct the campaign on your own, please provide lists of dealers, service centers, customers, vehicle type, VIN number, and other pertinent information needed to contact these businesses or customers on your behalf and for the reporting responsibilities that Dometic has to NHTSA.

**As of this notice, it is unlawful for you to sell a product that has not been remedied, whether in your inventory or installed in a vehicle. Any inventory received prior to July 13<sup>th</sup> will need the remedy applied. Any inventory received by Dometic after July 13<sup>th</sup> will have the remedy already applied.**

## **NHTSA RECALL 20E040 INFORMATION:**

### **THE PROBLEM:**

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If: (1) a consumer purchased an RV, commercial vehicle, or boat with both 120VAC and 12VDC circuits and (2) installed the CFX3 or CFF in the vehicle while connected to both onboard 120VAC and 12VDC circuits/sockets at the same time and (3) the 12VDC supply is switched off with additional 12VDC device in line with the CFX3 or CFF in the "ON" position, a component in the CFX3 or CFF can fail and allow the AC power supply to back feed 28V through the powered cooler through the CFX3 or CFF's DC power cable to some or all of the other DC appliances (such as A/C, water pump, lights, furnace, etc.) that are connected to the 12VDC system. DC appliances on the same DC circuit may therefore fail from a voltage overload. Although no fire has been reported or observed and is extremely unlikely, the voltage overload may cause electrical damage and local charring damage to such appliances and immediate surrounding materials.

Potential use cases, although rare, which can lead to this failure can happen when the CFX3 or CFF is connected to BOTH AC AND DC power and:

1. While connected to AC power, something causes the master fuse on the DC circuit of the vehicle to trip, removing DC power from the DC circuit; or
2. While connected to AC power, the user chooses to turn off the vehicle's 12VDC power system; or
3. While the vehicle's 12VDC power system is turned off, the user turns on the vehicle's generator or inverter.

### **AFFECTED PRODUCTS:**

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CFX3 Series and CFF Series Powered Coolers

### **MODEL NUMBERS:**

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#### **CFX3 Series Powered Coolers:**

CFX3 35

CFX3 55IM

CFX3 95DZ

CFX3 45

CFX3 75DZ

CFX3 100

#### **CFF Series Powered Coolers:**

CFF 35

CFF 45



## **SERIAL NUMBER RANGES:**

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CFX3 Series Powered Coolers  
**00700001 thru 02303122 and 94900011 thru 95200240**

CFF 35 Powered Coolers  
**15864200300001 thru 15864201200050**

CFF 45 Powered Coolers  
**1292201000001 thru 12983201700050**

If you are unsure, call 888-943-4905 or 574-389-3713 or go to [www.Dometic.com](http://www.Dometic.com) to confirm that your CFX3 or CFF is within the population of Recalled units for Recall 20E040.

## **WHAT DOMETIC WILL DO:**

Dometic is aggressively approaching all OEMs, Dealers, Retailers, and End Users with Certified Letters (for which they have to sign) that define the product/models, population, and a no charge remedy packet so that an immediate remedy application can occur. The remedy consists of 1) instructions, 2) warning label, 3) revised operating manual, 4) Recall Response Card to be filled out and returned at the time of remedy application.

If required, Dometic will pay a standard rate at .25hrs per unit that requires a remedy. Please email [recall@dometic.com](mailto:recall@dometic.com) directly with the total quantity of units on hand that require the application of the remedy in order to ensure payment.

**DOMETIC IS SUPPLYING THIS RECALL AT NOT CHARGE.**

## **WHAT YOU NEED TO DO:**

Please review the information provided in this packet. Locate and tally any inventory you have in stock (either on display, in the box, or installed). When you have a complete list of your inventory, please email [recall@dometic.com](mailto:recall@dometic.com) a list of your CFX3/CFF inventory. Dometic will then express mail you the needed number of remedy kits to remedy all of your inventory. Once you have received the remedy kits, apply the remedy to any inventory you have in stock and record the serial numbers using the included remedy reporting log. When complete, please mail/email Dometic with (1) the serial numbers of any in stock inventory and (2) the customer information of any customers who have purchased CFX3 or CFF product from you.

**Pursuant to NHTSA regulations 49CFR 573.3(f) within 5 days of your receipt and signing of this letter, you must submit a Defect Information Report to NHTSA covering ALL of the vehicles that you manufactured with one of the covered CFX3 or CFF, or if you used these products as accessories or program enticements and they were provided to the customer as a separate appliance to be connected at a later time. This**

duty applies even though Dometic has already submitted their own Defect Information Report. If any of your vehicles with these powered coolers were sold or shipped to Canada, you should also submit a similar report to Transport Canada.

Once the remedy has been applied to your inventory, please make sure to send Dometic a list of all the model and serial numbers so that Dometic may record and report the remedy application in accordance with NHTSA regulation.

**THIS REMEDY IS BEING SUPPLIED AT NO CHARGE.**

### **OEM Recall Remedy Check List:**

- ☐ Read NHTSA RECALL 20E040 Letter
- ☐ Review Enclosures 1 thru 5 provided in the packet
- ☐ Locate any CFX3 or CFF inventory
  - In the box, on display, or installed
- ☐ **Contact Dometic at [recall@dometic.com](mailto:recall@dometic.com) with the number of units you have in stock. Dometic will express mail you the number of remedy kits to complete the remedy for all of your inventory**
- ☐ Apply the remedy to any CFX3 or CFF inventory that is part of this recall
- ☐ Record the model and serial numbers of any remedied product
  - Please use Remedy Reporting Log (Enclosure 5)
- ☐ Mail/Email Remedy Reporting Log to Dometic at [recall@dometic.com](mailto:recall@dometic.com)
- ☐ Send Dometic a list of consumers who have purchased a CFX3 or CFF so that we may contact the consumers to apply the remedy
  - If you elect to contact the consumers, please email us at [recall@dometic.com](mailto:recall@dometic.com) in order to coordinate the necessary documents/materials to mail to your customers

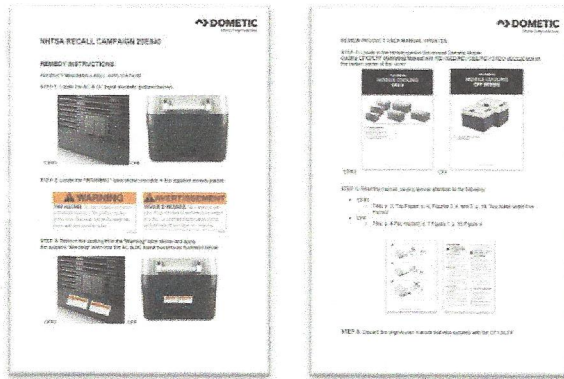
**Once the remedy has been applied to the CFX3 or CFF inventory, it can be sold.**

If you have any questions, please call Dometic at call 888-943-4905 or 574-389-3713 or email [recall@dometic.com](mailto:recall@dometic.com).



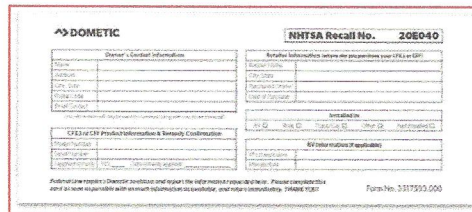
## ENCLOSURE 1:

### REMEDY INSTRUCTIONS



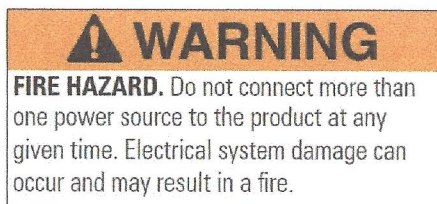
**PLEASE NOTE: OEMs are NOT REQUIRED to complete the CFX3/CFF OWNER RECALL RESPONSE CARD. Please discard this and use ENCLOSURE 5 to record the model and serial numbers of your inventory.**

**DO NOT USE**



## ENCLOSURE 2:

### WARNING LABELS



3317588.000



3317588.001

## MANUALS



## RECALL RESPONSE CARD



## REMEDY REPORTING LOG

[illegible]

## RECALL RESPONSE CARD

## ENCLOSURE 5:

## REMEDY REPORTING LOG

[illegible]

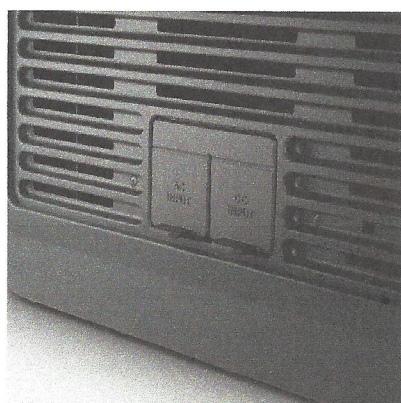


## NHTSA RECALL CAMPAIGN 20E040

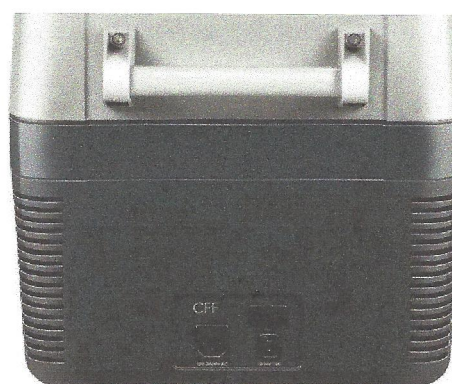
### REMEDY INSTRUCTIONS:

#### PRODUCT WARNING LABEL APPLICATION:

**STEP 1:** Locate the **AC & DC Input Sockets** (pictured below):

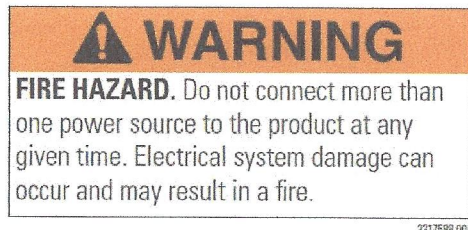


CFX3



CFF

**STEP 2:** Locate the **"WARNING"** label sticker provided in the supplied remedy packet:



3317598.000



3317598.001

**STEP 3:** Remove the backing from the **"Warning"** label sticker and apply the supplied **"Warning"** label near the **AC & DC Input Sockets** as illustrated below:



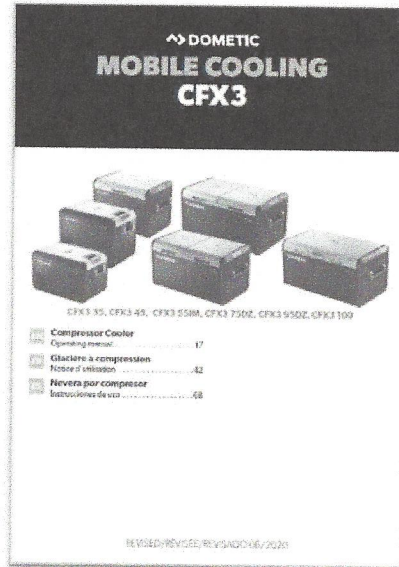
CFX3



CFF

**REVIEW PRODUCT USER MANUAL UPDATES:**

**STEP 4:** Locate in the remedy packet the revised Dometic Mobile Cooling CFX3/CFF Operating Manual with REVISED/RÉVISÉE/REVISADO 06/2020 text on the bottom center of the cover:



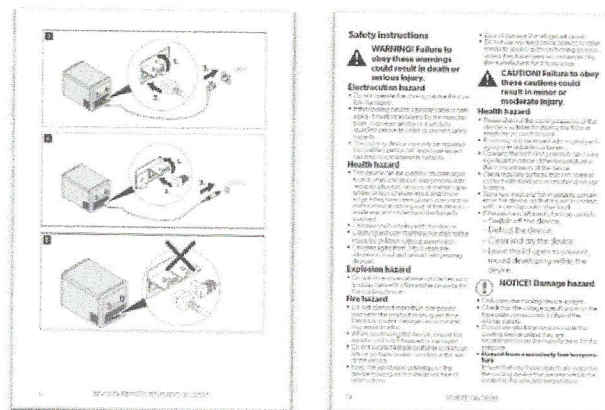
**CFX3**



**CFF**

**STEP 5:** Read the manual, paying special attention to the following:

- **CFX3**
  - Title; p. 3, Top Figure; p. 6, Figures 3, 4, and 5; p. 14, Top bullet under Fire Hazard
- **CFF**
  - Title; p. 4 Fire Hazard; p. 7 Figure 1; p. 15 Figure 9




**STEP 6:** Discard the original user manual that was supplied with the CFX3/CFF.



**COMPLETE CFX3/CFF OWNER RECALL RESPONSE CARD:**

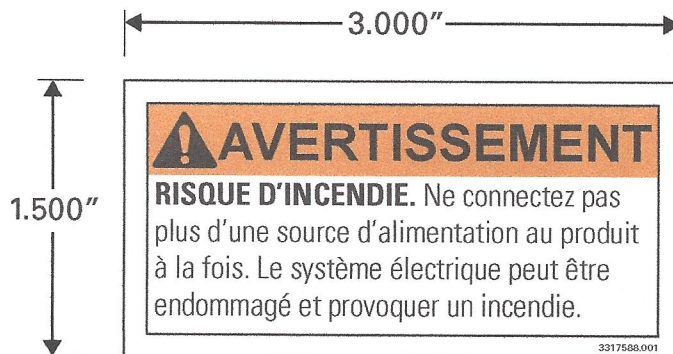
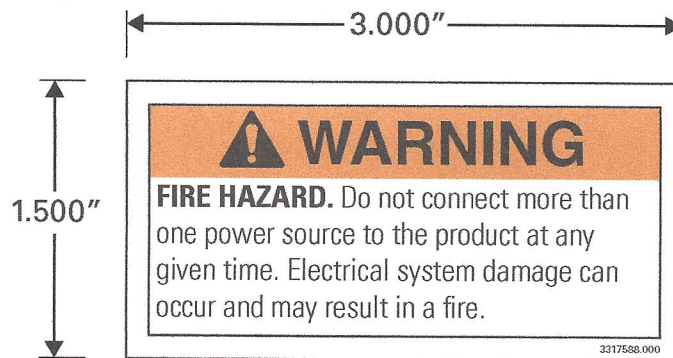
**STEP 7:** Locate the **CFX3/CFF OWNER RECALL RESPONSE CARD** included in this remedy packet:

 <b>BUSINESS REPLY MAIL</b> <small>FIRST-CLASS MAIL PERMIT NO 425 ELKHART IN</small> <small>POSTAGE WILL BE PAID BY ADDRESSEE</small>	<small>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</small> 
<p>DOMETIC NORTH AMERICA 2320 INDUSTRIAL PARKWAY, 46516 ELKHART, IN UNITED STATES</p>	
<p>Date applied: _____</p> 	

		<b>NHTSA Recall No. 20E040</b>																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><th colspan="2">Owner's Contact Information</th></tr> <tr><td style="width: 30%;">Name</td><td></td></tr> <tr><td>Address</td><td></td></tr> <tr><td>City, State</td><td></td></tr> <tr><td>Postal Code</td><td></td></tr> <tr><td>Email Contact</td><td></td></tr> </table> <p style="font-size: small; margin-top: 5px;">(this information will only be used for communicating with you about this recall)</p>		Owner's Contact Information		Name		Address		City, State		Postal Code		Email Contact		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><th colspan="2">Retailer information (where did you purchase your CFX3 or CFF)</th></tr> <tr><td style="width: 30%;">Retailer Name</td><td></td></tr> <tr><td>City, State</td><td></td></tr> <tr><td>Purchased Online?</td><td></td></tr> <tr><td>Date of Purchase</td><td></td></tr> </table>		Retailer information (where did you purchase your CFX3 or CFF)		Retailer Name		City, State		Purchased Online?		Date of Purchase	
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**STEP 8:** When the "Warning" label has been applied and the **CFX3/CFF REVISED** User Manual has been read, complete the **CFX3/CFF OWNER RECALL RESPONSE CARD** and mail the prepaid card back to DOMETIC. (Please discard the original user manual supplied with the **CFX3/CFF**.)





ENCLOSURE

3a

PLEASE REFER

TO

**(RCMN-20E040-3525)**

OF 20E040

UPLOADED DOCUMENTS

FOR

CFX3

REVISED OPERATING MANUAL

ENCLOSURE

3b

PLEASE REFER

TO

**(RCMN-20E040-3123)**

OF 20E040

UPLOADED DOCUMENTS

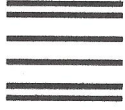
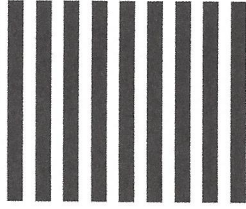
FOR

CFF 35 AND CFF 45

REVISED OPERATING MANUAL



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO 425 ELKHART IN

POSTAGE WILL BE PAID BY ADDRESSEE

DOMETIC NORTH AMERICA  
2320 INDUSTRIAL PARKWAY,  
46516 ELKHART, IN UNITED STATES

Date applied





**NHTSA Recall No. 20E040**

Owner's Contact Information	
Name	
Address	
City, State	
Postal Code	
Email Contact	

*(this information will only be used for communicating with you about this recall)*

CFX3 or CFF Product Information & Remedy Confirmation	
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I applied remedy	YES _____ Date remedy applied: _____

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Installed In	
RV <input type="checkbox"/>	Boat <input type="checkbox"/> Truck/Car <input type="checkbox"/> Other <input type="checkbox"/> Not Installed <input type="checkbox"/>

RV Information (if applicable)	
VIN (if applicable)	
Manufacture	

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Form No. 3317593.000



**Location:**

[illegible]