

Dometic Corporation
1120 N. Main Street
Elkhart, IN 46514

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



Mobile living made easy.

Customer Name

CUSTOMER ADDRESS

CUSTOMER ADDRESS

Reference: Dometic CFX3 Powered Cooler Recall 20E040

Hello,

You are receiving this recall notice because we have been informed by _____ that you recently purchased a Dometic _____ Powered Cooler from them and Dometic is in the process of initiating a recall on this cooler.

The issue that is the subject of the recall is that both power sources (12V and 120VAC) should never be plugged into the CFX3 unit at the same time. You can use one or the other of the power sources, but never both at the same time because under certain conditions, it can cause the unit to back feed.

If you currently have both power sources plugged in on the CFX3 unit, please unplug one of them and do not plug them both in at the same time.

See the attached recall notice and the enclosed Recall Remedy Kit for further information. After the two Warning Labels have been applied to your unit and the current User Manual has been replaced with the enclosed new User Manual, please fill out and return the enclosed Recall Card to the address on the back of the card.

If you have questions or require additional information, please contact us via email or phone. Also, if you do contact us, please let us know that you received a recall notice/kit from us.

Thank you,

Recall Department
Dometic Corporation

Phone: 888-943-4905 / 574-389-3713 (local)

Email: recall@dometic.com

July 30, 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: Dometic CFX3 Series Powered Cooler Recall – 20E040

Dear Valued Customer:

Dometic Corporation has determined that a defect which is related to motor vehicle safety exists with respect to the CFX3 Powered Coolers ("CFX3") that were manufactured between November of 2019 and June 18, 2020.

THE PROBLEM:

If (1) you have a vehicle with both AC and DC circuits and (2) a CFX3 unit is 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 in the "ON" position, under these circumstances a protection device in the CFX3 unit can fail and allow the AC/DC power supply to back feed 28V through the CFX3 to some or all the other DC appliances (such as AC, 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 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 UNITS:

MODEL NUMBERS:

The potentially affected CFX3 Powered Coolers have the following model numbers:

CFX3 35
CFX3 45

CFX3 55IM
CFX3 75DZ

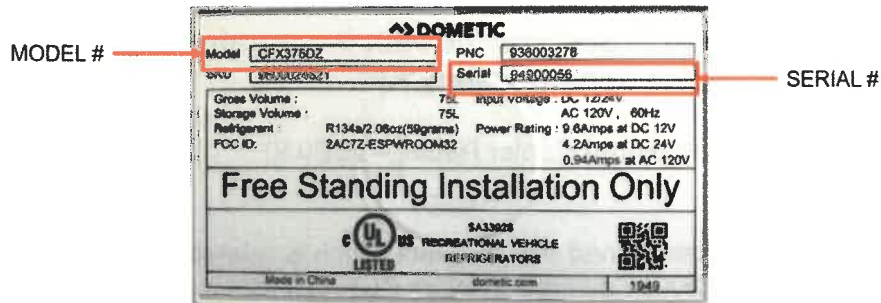
CFX3 95DZ
CFX3 100

SERIAL NUMBERS:

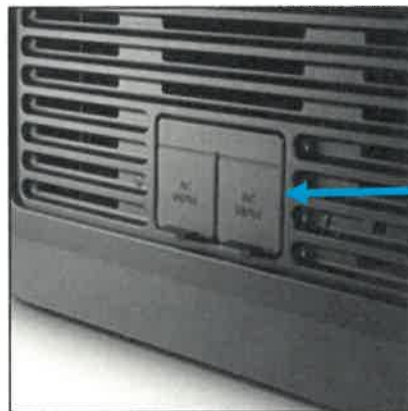
The potentially affected CFX3 Powered Coolers also fall within the following serial number ranges:

00700001 thru 02303122 or

94900011 thru 95200240



If you own one of the units with a model and serial number listed above, DO **NOT** PLUG IN BOTH **AC INPUT** (120VOLTS, ALTERNATING CURRENT) **AND DC INPUT** (12VOLT, DIRECT CURRENT, AUTOMOTIVE) AT THE SAME TIME.



AC & DC INPUT
SOCKETS

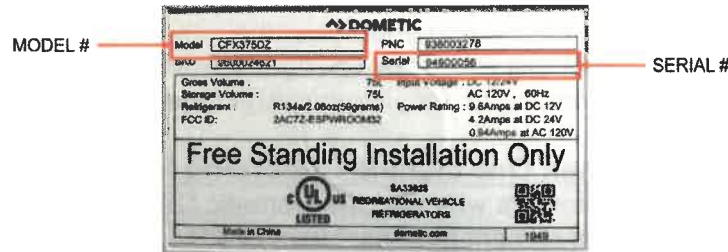
**DO NOT USE AC
& DC POWER
CORDS AT THE
SAME TIME**

If you do wish to use your CFX3 Powered Cooler, only plug in one power cord to the appropriate input socket at any given time. If you are using Alternating Current (household power), plug into the 120V input socket. If you are using your CFX3 in a car, boat, RV, or Truck and you only have 12VDC, plug the appropriate cord into the 12VDC input socket. Then connect to either the 120V or 12VDC power source. **NEVER plug in both power cords into the two sockets shown at the same time.**

How do I know if my CFX Powered Cooler is part of the 20E040 NHTSA Recall?

1. Find the CFX model number and serial number by locating the nameplate on the unit (inside the cooler, under the lid)

- If you are unsure, call 888-943-4905 or 574-389-3713 or go to www.Dometic.com to confirm that your CFX3 Powered Cooler is within the population of Recalled units for Recall 20E040.



How do I remedy my CFX3 Powered Cooler With the Dometic Provided Remedy, Without Cost?

1. Locate the instructions inserted with this letter. (Enclosure 1)
2. Locate the Warning Label inserted with this letter. (Enclosure 2)
3. Locate the user instruction manual inserted with this letter. (Enclosure 3)
4. Locate the Remedy Response Card inserted with this letter. (Enclosure 4)
5. Follow the instructions of Item 1 of this section.
6. Apply the "Warning" label as instructed below the "AC" and "DC" sockets on your CFX3 Powered Cooler.



7. Read the revised Dometic **CFX3 Operating Manual** with REVISED/RÉVISÉE/REVISADO 06/2020 text on the bottom center of the cover and note the revisions that have been made that instruct ALL Users to "**NOT PLUG IT INTO (AC) ALTERNATING CURRENT OR (DC) (12 VOLTS AUTOMOTIVE) DIRECT CURRENT AT THE SAME TIME, on the CFX3 unit.**"

NOTE: Pay attention to these pages in the revised CFX3 Operating Manual:

- p. 3, top figure on page
- p. 6, Figures 3, 4, and 5
- p. 14, top bullet under Fire Hazard

8. Discard the original user manual that was supplied with the CFX3.
9. Retain your User Instructions and keep this document in a safe place.

10. Fill out the Recall Response Card as soon as you can with as much of the information as you know. (Federal Law requires that Dometic Corporation collect the data requested and report back to NHTSA when the remedy has been completed.)

If you no longer own a CFX3 Powered Cooler:

If you are no longer an owner of a CFX3 Powered Cooler, Dometic would greatly appreciate you furnishing Dometic with the name and address of the new owner, dealer, service center, or whomever has possession of this cooler, by calling our Dometic Recall Line at 888-943-4905 or 574-389-3713 or by sending an email to recall@dometic.com.

You May Receive More Than One Mailing Regarding Recall 20E040:

In order to reach as many customers who own the Dometic CFX3 Powered Coolers, Dometic Corporation and the original equipment manufacturers of RV's, Commercial Trucks, and Boats will each send notifications, which ALL pertain to the same single Recall (**20E040**).

FINAL REQUEST

Dometic Corporation appreciates your business and is committed to your safety. Attached you will find the remedy and instructions. Please take the time, right now before you set this letter aside and go to your CFX3 unit, follow the instructions provided, complete the remedy, and fill out and return the remedy recall card.

In the event that you find it difficult to carry out the instructions provided, please call Dometic's Recall Line at 888-943-4905 or 574-389-3713. If you still cannot complete the remedy and are dissatisfied with our service, you can contact the National Highway Traffic Safety Administration at www.safercar.gov, or call the toll-free NHTSA Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153).

A PERSONAL NOTE:

Dometic sincerely apologizes for any inconvenience that this may have caused. Dometic is dedicated to developing innovative products that serve the needs and enhance the experience of our mobile customers while keeping safety at the top of our priorities. Thank you for this opportunity to serve you.

Sincerely,

Patrick N. McConnell
Director Product Safety, Compliance, & Engineering Services
Dometic Corporation
5155 Verdant Dr.
Elkhart, IN 46516

Enclosures Provided:

Enclosure 1. Remedy Instructions

Enclosure 2. "Warning" Label

Enclosure 3. Revised Dometic CFX3 Operating Manual

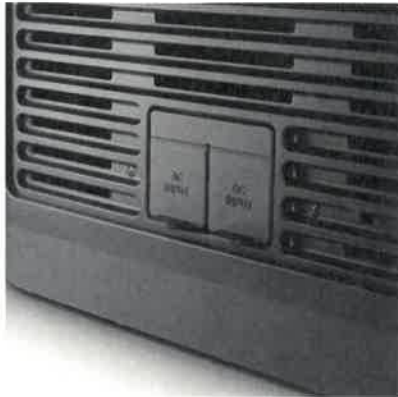
Enclosure 4. Remedy Response Card

NHTSA RECALL CAMPAIGN 20E040

REMEDY INSTRUCTIONS:

PRODUCT WARNING LABEL APPLICATION:

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

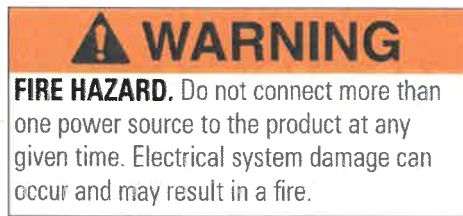


CFX3



CFF

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



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:



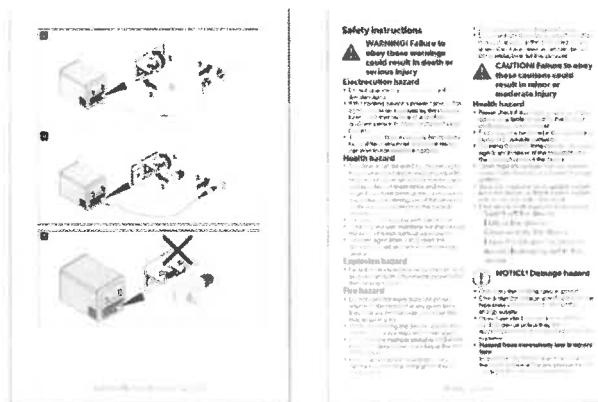
CFX3



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:

 BUSINESS REPLY MAIL FIRST-CLASS MAIL PERMIT NO 425 ELKHART IN POSTAGE WILL BE PAID BY ADDRESSEE		NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES 
DOMETIC NORTH AMERICA 2320 INDUSTRIAL PARKWAY, 46516 ELKHART IN UNITED STATES		
		

DOMETIC		NHTSA Recall No. 20E040	
Owner's Contact Information Name: _____ Address: _____ City, State: _____ Postal Code: _____ Email Contact: _____		Retailer Information (where did you purchase your CFX3 or CFF) Retailer Name: _____ City, State: _____ Purchased Online? _____ Date of Purchase: _____	
CFX3 or CFF Product Information & Remedy Confirmation Model Number: _____ Serial Number: _____ I approved remedy: YES _____ Date remedy applied: _____		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): _____ Manufacturer: _____	
Federal Law requires Dometic to obtain and report the information requested here. Please complete this card as soon as possible with as much information as available, and return immediately. THANK YOU!			
Form No. 3317593.000			

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**.)



WARNING

FIRE HAZARD. Do not connect more than one power source to the product at any given time. Electrical system damage can occur and may result in a fire.

3317588.000



AVERTISSEMENT

RISQUE D'INCENDIE. Ne connectez pas plus d'une source d'alimentation au produit à la fois. Le système électrique peut être endommagé et provoquer un incendie.

3317588.001

DOMETIC **MOBILE COOLING** **CFX3**



CFX3 35, CFX3 45, CFX3 55IM, CFX3 75DZ, CFX3 95DZ, CFX3 100

EN	Compressor Cooler	
	Short operating manual.	13
FR	Glacière à compression	
	Guide rapide	16
ES	Nevera por compresor	
	Guía rápida.	20

REVISED/RÉVISÉE/REVISADO 06/2020



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	
Model Number	
Serial Number	
I applied remedy	YES ____ Date remedy applied: _____

Retailer Information (where did you purchase your CFX3 or CFF)	
Retailer Name	
City, State	
Purchased Online?	
Date of Purchase	

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	

Federal Law requires Dometic to obtain and report the information requested here. Please complete this card as soon as possible with as much information as available, and return immediately. THANK YOU!

Form No. 3317593.000