

Dometic Corporation  
1120 N. Main Street  
Elkhart, IN 46514

**IMPORTANT SAFETY RECALL INFORMATION**



U.S. Department of  
Transportation

Issued in Accordance  
With Federal Law



**Customer Name**

CUSTOMER ADDRESS

CUSTOMER ADDRESS

**Reference: Dometic CFF 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](mailto: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 CFF 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 CFF Powered Coolers ("CFF") 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 CFF 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 CFF in the "ON" position, under these circumstances a protection device in the CFF unit can fail and allow the AC/DC power supply to back feed 28V through the CFF 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 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 UNITS:**

**MODEL NUMBERS:**

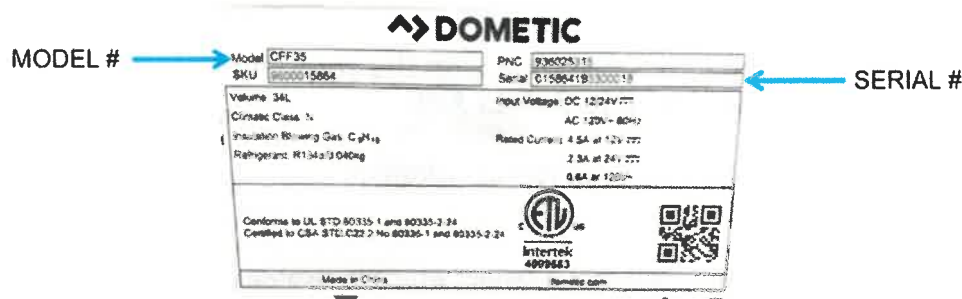
The potentially affected CFF Powered Coolers have the following model numbers:

**CFF**

## SERIAL NUMBERS:

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

015864200300001 thru 015864201200050 &  
012982201000001 thru 012983201700050



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.



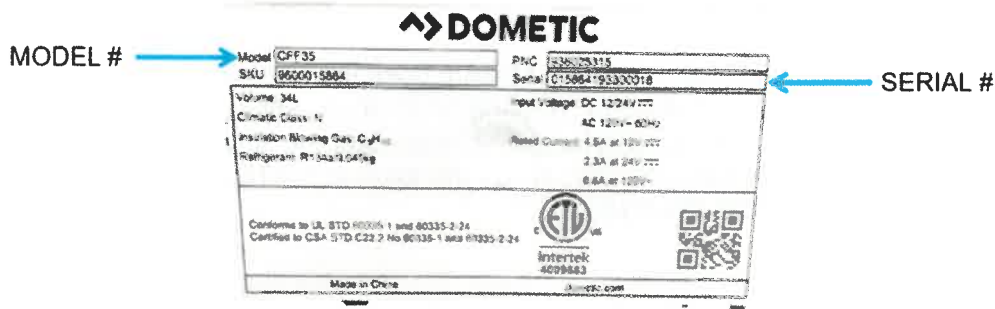
AC & DC INPUT  
SOCKETS

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

If you do wish to use your CFF 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 CFF 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 CFF Powered Cooler is part of the 20E040 NHTSA Recall?

1. Find the CFF model number and serial number by locating the nameplate on the unit (inside the cooler, under the lid)
2. 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 CFF Powered Cooler is within the population of Recalled units for Recall 20E040.



### How do I remedy my CFF 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 CFF Powered Cooler.
7. Read the revised Dometic **CFF 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 CFF unit."**

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

8. Discard the original user manual that was supplied with the CFF.
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 CFF Powered Cooler:

If you are no longer an owner of a CFF 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](mailto:recall@dometic.com).

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

In order to reach as many customers who own the Dometic CFF 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 CFF 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](http://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 CFF 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):

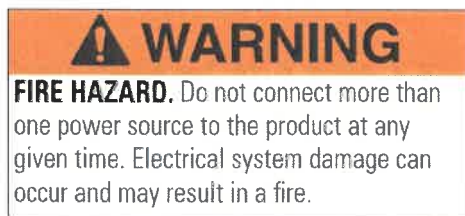


CFX3



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:



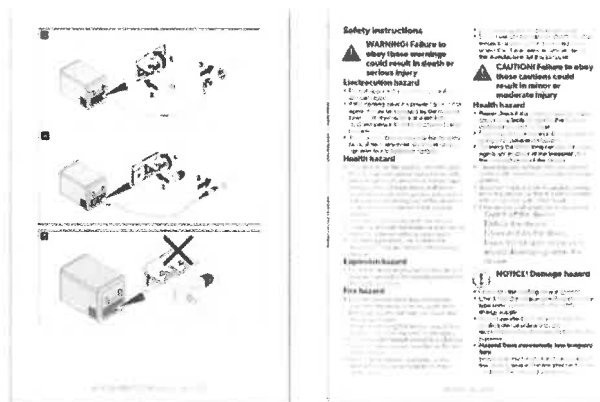
**CFX3**



**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:

  <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>BUSINESS REPLY MAIL</b>  <small>FIRST-CLASS MAIL PERMIT NO 425 ELKHART IN</small>  <small>POSTAGE WILL BE PAID BY ADDRESSEE</small> </div>  <p style="text-align: center;">DOMETIC NORTH AMERICA 2320 INDUSTRIAL PARKWAY, 46516 ELKHART, IN UNITED STATES</p> <p style="text-align: center; font-size: small;">Date applied _____</p> 	<div style="border: 1px solid black; padding: 5px; display: inline-block; width: 80px;"> <small>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</small> </div> 
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		<b>NHTSA Recall No. 20E040</b>																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center; font-size: small;">Owner's Contact Information</th> </tr> <tr><td style="width: 50%; font-size: x-small;">Name</td><td></td></tr> <tr><td style="font-size: x-small;">Address</td><td></td></tr> <tr><td style="font-size: x-small;">City, State</td><td></td></tr> <tr><td style="font-size: x-small;">Postal Code</td><td></td></tr> <tr><td style="font-size: x-small;">Email Contact</td><td></td></tr> </table> <p style="font-size: x-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" style="text-align: center; font-size: small;">Retailer Information (where did you purchase your CFX3 or CFF)</th> </tr> <tr><td style="width: 50%; font-size: x-small;">Retailer Name</td><td></td></tr> <tr><td style="font-size: x-small;">City, State</td><td></td></tr> <tr><td style="font-size: x-small;">Purchased Online?</td><td></td></tr> <tr><td style="font-size: x-small;">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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		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 CFF SERIES



CFF 35, CFF 45

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REVISED/RÉVISÉE/REVISADO 07/2020

**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 ☐ Boat ☐ Truck/Car ☐ Other ☐ Not Installed ☐**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



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

