

# RECALL 20E040

## Dometic Identification of Remedy

Please be advised that Dometic has identified a remedy for Recall Campaign **20E040**.

Dometic Corporation (“Dometic”) filed a Notice of Potential Safety Related Defect on June 18, 2020, regarding certain CFX3 & CFF Series Powered Coolers (“CFX3 & CFF”) which it has manufactured in China and sold in the United States. At the time of the Defect Notification to the National Highway Traffic Safety Administration (“NHTSA”), Dometic had not identified a remedy for the Potential Safety Related Defect. From the time of initial notification to the present, Dometic conducted review of the conditions of the defect, the occurrences observed, and the installation environment of the product for the defect to manifest itself.

This potential safety-related defect manifestation is restricted to RV, marine, and commercial vehicles that have multiplexer switches that allow the vehicle owner to switch back and forth between AC and DC circuits with the flip of a switch. This can **only** happen under the specific circumstances in which the **CFX3 & CFF** is connected to **both AC and DC circuits** at the same time **and** with one of the following scenarios:

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.

Dometic believes approximately 5% of the total 6,048 population of CFX3 & CFF units sold by Dometic have been sold into the OEM channels where they may be installed in a vehicle in which the enunciation of the defect may occur.

Whereas Dometic cannot guarantee that RV Aftermarket, C&PV Aftermarket or any of the other sales channels would ever have the conditions allowing for connection of the CFX3 & CFF to both AC and DC circuits at the same time in the presence of master multiplexer switch, we believe this would be extremely unlikely as evidenced by the fact that there have been only 2 observations of the defect manifestation in the field (both in RV OEM installations), and in only one installation was the DC circuitry damaged.

Dometic is interested in reaching and resolving the likelihood of any potential occurrence of the Safety Related Defect enunciation in the most efficient and expedient manner. The proposed resolution involves contacting all owners of CFX3 & CFF units in the field and providing them with a “Warning” label to be attached to the outside of the CFX3/CFF cooler that will direct a user **NOT** to connect the CFX3/CFF cooler to AC and DC circuits **at the same time**. The label would be positioned in plain sight of the user, directly underneath the power sockets for both AC and DC circuits on the CFX3/CFF. In conjunction with this “Warning” label,

Dometic will supply to every CFX3/CFF owner, a revised User Manual with updates that clearly identify (graphically and textually) that the user **MUST NOT** connect the CFX3/CFF power to the AC and DC circuits **at the same time**. (The defect manifestation cannot occur without such combined (and unnecessary) AC/DC simultaneous connection.)

Dometic is confident that with the measures summarized above and explained in detail below, the entire population of existing CFX3/CFF users will have the ability to use their CFX3/CFF continuously for the life of the product without incident of a safety-related defect enunciation in their CFX3/CFF.

Therefore, Dometic is identifying the following remedy and the implementation of that remedy for the CFX3 and CFF models identified in the Defect Notification:

It includes;

1. **End User Letter (for either CFX3 or CFF owner as applicable), Dealer/Retail Letter, or OEM Letter** with instructions for remedy application/implementation.
2. A **Warning Label** to be attached by the end user directly to the outside of the CFX3 below the AC and DC power cord connection sockets or above the AC and DC power sockets on the CFF.
3. A revised copy of the CFX3 or CFF User's **Manual** with the revisions identified to direct the end user **NOT** to connect the CFX3/CFF to the AC and DC circuits **at the same time**.
4. A **CFX3 & CFF Owner Recall Response Card** for the end user to fill out and send back in order to track Recall 20E040. This will also ensure that Dometic can confirm the end use customer understands the safety-related defect occurrence and may safely operate their CFX3 & CFF series during normal use when not connected to AC and DC power supplies at the same time.
5. That there is and will be **NO COST** to the end user to implement the Recall 20E040 remedy.

**Please find the intended Recall 20E040 program information below.**

Dometic will begin sending notifications to owners, and to dealers, and to distributors, that the subject coolers may have a safety-related defect and that a remedy without charge will be available to owners within the next 30 days from the submission of this document to NHTSA.

## RECALL 20E040 REMEDY INSTRUCTIONS:

### PRODUCT WARNING LABEL APPLICATION:

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

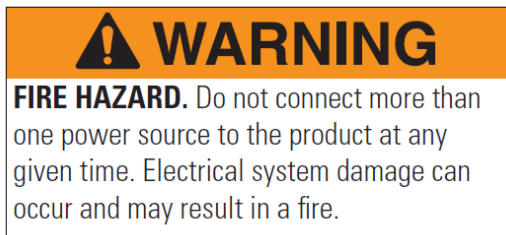


CFX3

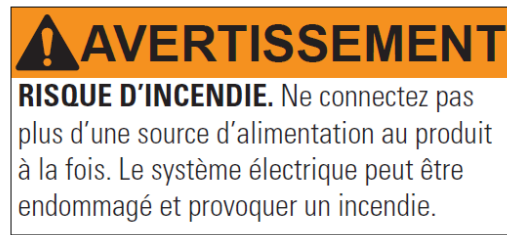


CFF

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



3317588.000



3317588.001

**STEP 3:** Remove the backing from the **“Warning”** label sticker and apply the supplied **“Warning”** label directly 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:



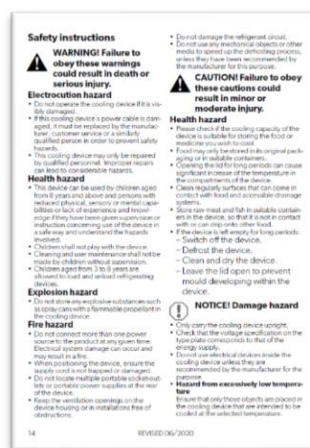
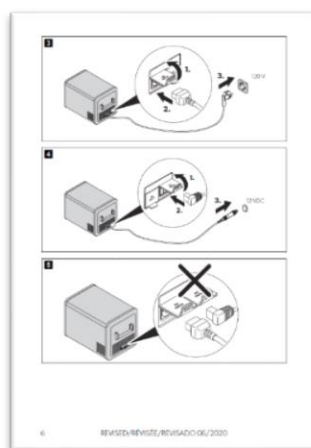
**CFX3**



**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; margin: 10px auto; width: fit-content;"> <b>BUSINESS REPLY MAIL</b><br/> <small>FIRST-CLASS MAIL PERMIT NO 425 ELKHART IN</small> </div> <p style="text-align: center; font-size: small;">POSTAGE WILL BE PAID BY ADDRESSEE</p> <p style="text-align: center;">DOMETIC NORTH AMERICA<br/>         2320 INDUSTRIAL PARKWAY,<br/>         46516 ELKHART, IN UNITED STATES</p> <p style="text-align: center; font-size: x-small;">Date applied</p>  | <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">             NO POSTAGE<br/>             NECESSARY<br/>             IF MAILED<br/>             IN THE<br/>             UNITED STATES         </div>  |
|---|---|

|   | <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <b>NHTSA Recall No. 20E040</b> </div> |                                |              |                     |               |             |                  |                                    |  |              |               |                             |   |  |                                |  |  |             |  |                   |  |                  |  |
|--|---|--------------------------------|--------------|---------------------|---------------|-------------|------------------|------------------------------------|--|--------------|---------------|-----------------------------|---|--|--------------------------------|--|--|-------------|--|-------------------|--|------------------|--|
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><th colspan="2" style="text-align: center;">Owner's Contact Information</th></tr> <tr><td style="width: 20%;">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: x-small; text-align: center;">(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;">Retailer Information (where did you purchase your CFX3 or CFF)</th></tr> <tr><td style="width: 20%;">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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| Name   |   |                                |              |                     |               |             |                  |                                    |  |              |               |                             |   |  |                                |  |  |             |  |                   |  |                  |  |
| Address  |   |                                |              |                     |               |             |                  |                                    |  |              |               |                             |   |  |                                |  |  |             |  |                   |  |                  |  |
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| Model Number   |   |                                |              |                     |               |             |                  |                                    |  |              |               |                             |   |  |                                |  |  |             |  |                   |  |                  |  |
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| Installed In   |   |                                |              |                     |               |             |                  |                                    |  |              |               |                             |   |  |                                |  |  |             |  |                   |  |                  |  |
| RV <input type="checkbox"/>  | Boat <input type="checkbox"/>   |                                |              |                     |               |             |                  |                                    |  |              |               |                             |   |  |                                |  |  |             |  |                   |  |                  |  |
| Truck/Car <input type="checkbox"/>   | Other <input type="checkbox"/>  |                                |              |                     |               |             |                  |                                    |  |              |               |                             |   |  |                                |  |  |             |  |                   |  |                  |  |
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| Manufacture  |   |                                |              |                     |               |             |                  |                                    |  |              |               |                             |   |  |                                |  |  |             |  |                   |  |                  |  |
| <p><i>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!</i></p>  |   |                                |              |                     |               |             |                  |                                    |  |              |               |                             |   |  |                                |  |  |             |  |                   |  |                  |  |
| 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**.)