

# POTENTIAL DEFECT NOTIFICATION

REVISED JULY 8<sup>th</sup>, 2020

Dometic Corporation, (“Dometic”) manufactures and sells a diverse range of products for use in recreational vehicles, trucks and premium cars, pleasure and workboats, and for a variety of other uses. Dometic has determined during the week of June 20<sup>th</sup>, 2020 that a potential defect may exist in items of original or replacement equipment listed below. Dometic is also expanding, as of July 8<sup>th</sup>, the range of series/model subject to this Notification due to a disclosure by its Chinese affiliate on July 7<sup>th</sup> that two (2) additional powered cooler models (consisting of 355 individual total units) may contain the same potential defect. Therefore, Dometic is submitting this revised notification of a potential defect to the National Highway Transportation Safety Administration in accordance with the applicable provisions of 49 CFR Part 573.

Dometic Corporation is a Delaware Corporation located at 5155 Verdant Dr., Elkhart, IN. 46516. The Dometic products affected by this notice were manufactured by a Dometic Corporation affiliate in Zhuhai, China. The registered agent for Dometic Corporation is The Corporation Trust Company, 1209 Orange Street, Corporation Trust Center, Wilmington, Delaware 19801.

The affected Dometic products which may contain the potential defect are portable chest type compressor refrigerator/freezer units, otherwise known as “powered coolers or electric coolers” (“coolers”), manufactured between December 2019 and June 2020. The potentially affected coolers have the model designations set forth below:

CFX3 Series Powered Coolers:	CFX3 35	CFX3 75DZ
	CFX3 45	CFX3 95DZ
	CFX3 55IM	CFX3 100
CFF Series Powered Coolers:	CFF 35	CFF 45

The products in the Safety Related Defect Population are

“**CFX3 coolers**” with serial number ranges **00700001 thru 02303122 and 94900011 thru 95200240**; and

“**CFF 35 coolers**” with a serial number range of **15864200300001 thru 15864201200050**; and

“**CFF 45 coolers**” with a serial number range of **1292201000001 thru 12983201700050**

used in Original Equipment manufacture of recreation vehicles or as replacement equipment for recreation or other vehicles, commercial vehicles, marine, and retail. The total population of these products with the potential defect is 6,048. There have been no incidents of injury or death involving these products.

The following product defect is not present in any other Dometic coolers.

The detailed description of the defect, determined to be safety related, is associated with the control system.

The defect enunciation can occur in a mobile environment, such as a recreational vehicle or commercial vehicle, only when the subject CFX3, CFF 35, or CFF 45 series unit is connected to both onboard 120VAC and 12VDC circuits/sockets. When the 12VDC supply is switched off and there are additional 12VDC devices in line with the cooler, a protection device in the cooler can fail and allow the AC/DC power supply to back feed 28V through the cooler 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 immediately surrounding materials.

Potential use cases, although rare, which can lead to this failure can happen when the CFX3, CFF 35, or the CFF 45 Cooler is connect to BOTH AC AND DC power at the same time and:

1. While connected to AC power, something causes the master fuse on the DC circuit 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 became aware of the potential of circuit feedback from a dealer and OEM in late May 2020 and launched an investigation to determine whether the claims from both sources were accurate. Dometic tested products on June 9<sup>th</sup> – June 15<sup>th</sup> to determine if a potential defect, that could be safety related, existed in the control system of the new CFX3 Series products. After testing results were shared in a meeting held June 15<sup>th</sup> and Dometic confirmed that circuit feedback could occur only in the very limited circumstance where the subject coolers were dually connected to both AC and DC circuits (as noted above), Dometic made the decision to prepare this Defect Notification. In a phone conference held on July 7<sup>th</sup> between Dometic and its Chinese affiliate, Dometic was advised that models CFF 35 and CFF 45 also use the same control board and these 2 models could not be eliminated from the population that might demonstrate the same safety related defect as the CFX3 models. Dometic elected, during a meeting later on July 7<sup>th</sup>, to revise the Defect Notification with these new models and updated serial numbers.

Dometic is continuing to gather facts on the potential defect and will forward additional relevant information as it becomes available. Dometic is finalizing a proposed remedy or remedies designed to mitigate the defect and will advise NHTSA of such remedy or remedies at the time they are completed. Dometic will further initiate a remedy campaign on the CFX3, CFF 35 and CFF 45 coolers or participate in remedy campaigns for the CFX3, CFF 35, and CFF 45 coolers launched by Original Equipment Manufacturers who have purchased, sold and distributed these products. Dometic will follow up this Defect Notification by supplying, the OEM customer lists for these coolers, and of course the remedy activity to take place with its customers. Dometic will file OEM letters, Dealer Letters, Retail letters, and end user letters in accordance with 49 CFR, 573.

This notice was prepared by and inquiries should be sent to:

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