

Date:

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



Name
Street
City, State, Zip

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

RE: NHTSA RECALL 22E021 for Dometic CE99-ZF and PI8022
COOKTOPS

Dear Valued Customer,

Dometic Corporation has decided that a potential safety-related defect exists on the CE99-ZF and PI8022 cooktops that were manufactured between August 1, 2020 and June 30, 2021.

The Problem:

The user of a recreational vehicle or marine vessel may become aware of the potential safety-related defect during operation of the cooktop. The burner control valve, mated directly to the control knob via the valve stem, may leak gas. This gas will leak directly into the recessed portion of the cooktop, where the knobs and ignitor are located, and may be ignited by the active burner(s). The ignition will result in a small pilot flame directly at the control knob.

The Risk:

There is an increased risk of injury and fire.

Affected Units:

The recall population consists of cooktop models CE99-ZF and PI8022 with the affected serial numbers indicated below.

- CE99-ZF: Cooktop with two burners and safety glass cover
 - 02093610034000001 – 02093610034000600
 - 11993610034000001 – 11993610034000510
 - 12593610034000001 – 12593610034000500

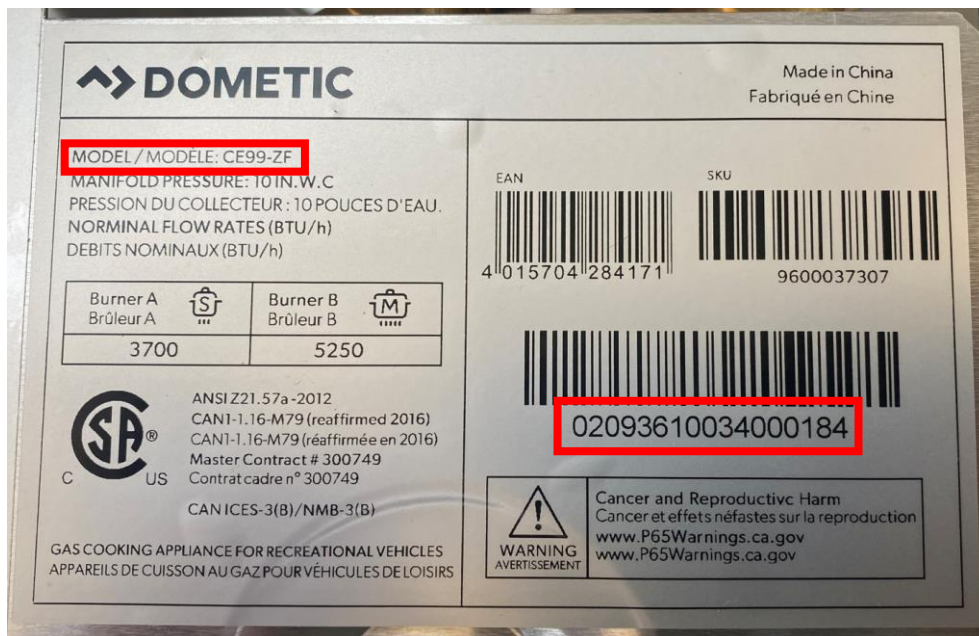
- PI8022: Cooktop with two burners and safety glass cover
 - 11093610034600001 – 11093610034600550
 - 12393610034600001 – 12393610034600550

IF YOU OWN ONE OF THE UNITS SHOWN ABOVE, YOU MUST IMMEDIATELY SHUT THE GAS OFF AT THE RV LP TANK REGULATOR. THEREAFTER, DO **NOT** ATTEMPT TO USE LP GAS WITHIN THE RV UNTIL THE COOKTOP HAS BEEN REMEDIED IN ACCORDANCE WITH THIS RECALL.

DO NOT ATTEMPT TO REPAIR THESE COOKTOPS ON YOUR OWN. ANY REPAIR OR REMEDY SHOULD BE PERFORMED BY A DOMETIC-QUALIFIED SERVICE TECHNICIAN.

How do I know if my cooktop is part of the 22E021 NHTSA recall?

1. Find the CE99-ZF or PI8022 model number and serial numbers by locating the nameplate on the unit, underneath the cooktop, visible when the cooktop is raised (see below).
2. If you are unsure, call 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com to confirm that your CE99-ZF or PI8022 series cooktop is one in the population of recalled units for Recall 22E021.





How do I remedy my CE99-ZF or PI8022 cooktop with the Dometic remedy without cost?

1. Make sure you keep this notice.
2. **DO NOT ATTEMPT REPAIR ON YOUR OWN: FOLLOW THE INSTRUCTIONS ABOVE IF YOUR UNIT IS AFFECTED BY THIS RECALL.**
3. Contact any Dometic authorized dealer/service center, call the Dometic Recall Hotline at 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com. They will direct you to a Service Center to have the remedy installed on your RV or Boat CE99-ZF or PI8022 cooktop so that the leak from this potential safety-related defect will not occur in the future.
4. The remedy will be available for field installation at Dometic authorized service centers or participating OEM locations after May 13, 2022 and will be installed at **NOT COST** to you. The remedy for an affected unit will be a complete replacement of the cooktop. The Dometic Authorized Service Center will install the remedy for you. This repair will take approximately one and a half hours to complete.
5. **DO NOT ATTEMPT TO MAKE THE REPAIR YOURSELF. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CREATE A GAS LEAK THAT COULD CAUSE SERIOUS INJURY OR DEATH FROM A GAS EVENT.**
6. There is a RECALL RESPONSE CARD with each RECALL REMEDY KIT. Make sure that the service center or dealer fills in the 22E021 Cooktop Recall Response Card and sends it back to Dometic Corporation. The Recall Response Card is already set up with postage for return.

What if my affected CE99-ZF or PI8022 cooktop was repaired prior to the recall?

1. Make sure you keep this notice.
2. Please call us at the Dometic Recall Number 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com and provide us with the serial number information for the unit, a picture of the data plate confirming the serial number as shown above and a copy of the original receipt for the repair.
3. Reimbursement for parts and labor will be provided.



If YOU no longer own the RV or Boat with the CE99-ZF or PI8022

cooktop:

If you are no longer an owner of a RV or Boat that has a CE99-ZF or PI8022 cooktop, please call us at the Dometic Recall Number 888-943-4905 or 574-389-3713 or email us at

Recall.Cooktop.22E021@Dometic.com and provide us the name and address of the new owner, dealer, service center, or whomever you delivered the RV or RV appliance to. We would greatly appreciate you furnishing us with this information so we can follow through with notification to the subsequent owner.

You may receive more than one mailing regarding Recall 22E021:

To reach as many customers as possible who own a RV or Boat with the Dometic CE99-ZF or PI8022 cooktop installed, Dometic Corporation and the original equipment manufacturers of RV's and Boats will each send notifications, which ALL pertain to the same single recall (22E021).

One Final Request:

Dometic Corporation appreciates your business and is committed to your safety. Before you forget, please check to see if your CE99-ZF or PI8022 cooktop is one of the models shown above and if it is in the recall population. Follow these instructions so that you remain safe, and your cooktop gets the proper remedy applied.

If you find it difficult to carry out the instructions provided, please call our Recall Hotline at 888-943-4905 or 574-389-3713 or email us at Recall.Cooktop.22E021@Dometic.com. If you still cannot complete the remedy and are dissatisfied with our service, you can file a written complaint to: Administrator National Highway Traffic Safety Administration 1200 New Jersey Ave SE, Washington, DC 20590; or you may go to <https://www.safercar.gov>, or call the toll-free NHTSA Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153).



On a Personal Note:

Dometic Corporation sincerely apologizes for any inconvenience that this may have caused. We are dedicated to developing innovative products that are safe to use, serve the needs and enhance the experience of our mobile customers. Thank you for this opportunity to serve you.

Sincerely,

Tyler S. See
Head of Product Safety

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