

Part 573 Safety Recall Report

20E-040

Manufacturer Name : Dometic Corporation

Submission Date : MAR 22, 2021

NHTSA Recall No. : 20E-040

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Dometic Corporation

Address : 5155 Verdant Dr.

Elkhart IN 46516

Company phone : 574-293-0681

Population :

Number of potentially involved : 6,048

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Dometic Corporation

Model : CFX3 35; CFX3 45; CFX3 55IM ; CFX3 75DZ; CFX3 95DZ; CFX3 100

Part No. : CFX3 Series coolers

Size : Chest cooler 36l,46l,53l,75l,+

Function : Refrigerator/Fz

Descriptive Information : Customer complaint in late May 2020 prompted an internal investigation. Testing of products on June 9th – June 15th determined that a potential defect, which could be safety related, exists in the control system of the CFX3 series unit when it is connected to both onboard 120VAC and 12VDC circuits/sockets. The defect enunciation can occur in a mobile environment, such as a recreational vehicle or commercial vehicle. When the 12VDC supply is switched off and there are additional 12VDC devices in line with the cooler, a protection device 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. This can cause voltage overload and may result in electrical damage and local charring damage to such appliances and immediately surrounding materials. The product defect is not present in any other Dometic coolers. The CFX3 Series was introduced in December of 2019 and the Exposure Serial number range is MO19112673 and MO20040857. There are 5,533 units in the defect population range.

Production Dates : DEC 01, 2019 - JUN 15, 2020

Brand / Trade 2 : Dometic Corporation

Model : CFF 35 and CFF 45

Part No. : CFF 35 and CFF 45

Size : 35 and 45 litre coolers

Function : Refrigerator/Fz

Descriptive Information : CFF 35 and CFF 45 were added when it was realized that the PCB for these models are the same as the CFX3 Series Coolers.

CFX3 serial numbers are 070001 thru 02303122 and 94900011 thru 952002040

CFF 35 serial numbers are 15864200300001 thru 15864201200050.

CFF 45 serial numbers are 1292201000001 thru 12983201700050

Production Dates : DEC 01, 2019 - JUN 18, 2020

Brand / Trade 3 : Dometic Corporation

Model : CFF 35 and CFF 45

Part No. : CFF 335 and CFF 45

Size : 35 and 45 litre coolers

Function : Refrigerator/Fz

Descriptive Information : These additional models have the same Printed Circuit Board as the CFX3 product has and the potential of the same defect could not be eliminated from these models as well.

The serial number range for the CFX3 is 00700001 thru 02303122 and 94900011 thru 95200240. The serial number ranges for the CFF 35 is 15864200300001 thru 15864201200050. The serial number range for the CFF 45 is 1292201000001 thru 12983201700050.

Production Dates : DEC 01, 2019 - JUN 18, 2020

Description of Defect :

Description of the Defect : The detailed description of the defect, determined to be safety related, is associated with the control system of the CFX3, CFF 35, or CFF 45 series. The defect enunciation can occur in a mobile environment, such as a recreational vehicle or commercial vehicle, only when the CFX3 or CFF 35, 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 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.

Potential use cases, although rare, which can lead to this failure can happen when the CFX3, CFF 35, or CFF 45 Cooler is connect to BOTH AC AND DC power 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;
2. While connected to AC power, user chooses to turn off the vehicle's 12VDC power system; or
3. While the vehicle's 12VDC power system is turned off, and user turns on the vehicle's generator or inverter.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When the CFX3, CFF 35, or CFF 45 series defect is enunciated the backfeed overloads and may cause the overheating of the DC circuit. 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.

Description of the Cause : Potential use cases, although rare, which can lead to this failure can happen when the CFX3, CFF 35, or CFF 45 Cooler is connect to BOTH AC AND DC power 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;
2. While connected to AC power, user chooses to turn off the vehicle's 12VDC power system; or
3. The vehicle's 12VDC power system turned off, the user turns on the vehicle's generator or inverter

Identification of Any Warning that can Occur : None

Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Dometic (Zhuhai) Technology Company Ltd.

Address : 18, Jinhua Lu, SanZao, Jinwan

Zhuhai, Guangdong Foreign States 519041

Country : China

Chronology :

Please see revised uploaded copy of the latest chronology with information on the CFF 35 and CFF 45 added to the verbiage.

Description of Remedy :

Description of Remedy Program : Please see the uploaded Remedy Identification Document

How Remedy Component Differs from Recalled Component : The remedy is the addition of a warning label and the revision of the operating instructions with the product. All are provided in the Remedy kit to all customers at no cost. Both of the CFF and CFX3 products were supplied with revised Operating manuals to advise the customer NOT to connect the cooler to more than one power source at a time. Also, a warning label was distributed with the end user letter, that instructs them to apply the label below the AC and DC outlet ports of the cooler. That label states "WARNING: FIRE HAZARD. Do not connect more than one power source to the product to the product at any given time. Electrical system damage can occur and may result in a fire."

Identify How/When Recall Condition was Corrected in Production : The production units have a revised electronic circuit board that eliminates the possibility for a 28VDC backfeed when connected to both AC and DC circuits at the same time.

Recall Schedule :

Description of Recall Schedule : Dometic expanded the recall from the CFX3 to include the CFF 35 and 45 products on July 7th; (Please see RMISC -20E040-1560). This altered the

original Defect Notification of June 18 and required all of the Notification Letter Distribution Schedules to change to accommodate these new models. Covid 19 has been an obstacle in receiving printed materials for these distributions because of business shutdowns and the same is true to obtaining complete lists of end user addresses which, primarily, must come from OEM's and Dealers. Dometic has started sending the end customer letters now that we are receiving these lists. Therefore we began sending end user letters September 1 and will continue through 30, 2020. We possibly will send out more later if OEM's and Dealers send in End user addresses after that. September 1 is 55 days after we identified the expansion of the recall models. All letters will include all models involved in the recall and will include the remedy and remedy instructions with them. (Please see RCLRPT-20E040-6732) - This report was filed to add the CFF 35 and CFF 45, a second time and did not load all of the information entered. The models are missing and the Descriptive information entered was rejected. However, the recall population was increased, correctly, as entered to 6,048. This information had been entered previously on July 7th but was completely rejected. I have entered the end user letter packet again today 9/1/2020 as requested. This is comprised of the end user letter, instructions including any reimbursement directions, remedy, label, and new manuals. For this packet the cover of the manuals were included. There document numbers are RCMN-20E040 3123 and RCMN-20E040-3525. These are uploaded separately because of their length, however they are sent out in the packets.

Planned Dealer Notification Date : AUG 24, 2020 - AUG 28, 2020

Planned Owner Notification Date : SEP 01, 2020 - SEP 30, 2020

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported