

Part 573 Safety Recall Report

20E-040

Manufacturer Name : Dometic Corporation

Submission Date : JUN 18, 2020

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 : 5,533

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

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 series. The defect enunciation can occur in a mobile environment, such as a recreational vehicle or commercial vehicle, only when the CFX3 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 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When the CFX3 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 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 :

NR

Description of Remedy :

Description of Remedy Program : NR

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

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