

July 2020



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



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

RE: NHTSA RECALL 20E040 FOR DOMETIC CFX3 AND CFF POWERED COOLERS

Dear Valued Dometic Customer:

Dometic Corporation has determined that a defect, which is related to motor vehicle safety, exists with respect to both the CFX3 Series Powered Coolers ("CFX3") and CFF Series Powered Coolers ("CFF") that were manufactured between November of 2019 and June 18, 2020. Dometic's records show that some of the product ("powered coolers") listed below were purchased by your company and may either be in your inventory or have been sold for installation in an RV, commercial vehicle, or boat that your company sells. Dometic apologizes for the inconvenience that this places on your business and the requirement that you now have per 49CFR Part 573, to initiate your own recall to handle these products.

Please Note: As of this notice, it is unlawful for you to sell a product that is "installed but not sold" or is "in inventory" prior to July 13, 2020, before it has had the recall remedy (details below) applied to the product.

Dometic has prepared a program to remedy the defect. Included in this mailing are the following: the quantities of each product noted above that you have purchased, a set of instructions for administering the recall remedy, a warning label to be placed in a specific location on each unit, a revised operating manual, and a recall response card which must be filled out and returned for each unit remedied. Per NHTSA 49CFR Part 573, all inventory must be remedied before it can be sold.

Please take time to review the information included in this packet, locate your inventory, and apply the remedy. This will ensure that you can safely sell your inventory in compliance with NHTSA regulations. If you are unable to apply the remedy to all of your inventory at this time, Dometic recommends that you place all CFX3 and CFF inventory affected by this call in a separate location with the remedy materials so that they may be applied at the time of sale or installation. The remedy takes approximately four (4) minutes to complete. Dometic acknowledges that this is an unexpected interference with your daily operation and thanks you in advance for your support to expedite the conclusion of this recall.

Dometic understands that you may have sold and shipped product ahead of this notice. As part of this recall, all owners of CFX3 and CFF products contained in the recall population, must be provided the remedy. Please provide Dometic with the customer information to whom you have sold a CFX3 or CFF so that Dometic may provide the remedy information to them. *Dometic will not contact the consumer outside the scope of this recall and the consumer information will be kept confidential.* If you have any questions, please contact recall@dometic.com.

Please Note: As of this notice, it is unlawful for you to sell a product that is "installed but not sold" or is "in inventory" prior to July 13, 2020, before it has had the recall remedy (details below) applied to the product.

NHTSA RECALL 20E040 INFORMATION:

THE PROBLEM:

If: (1) a consumer purchased an RV, commercial vehicle, or boat with both 120VAC and 12VDC circuits and (2) installed the CFX3 or CFF in the vehicle while connected to both onboard 120VAC and 12VDC circuits/sockets at the same time and (3) the 12VDC supply is switched off with additional 12VDC device in line with the CFX3 or CFF, in the "ON" position, a component in the CFX3 or CFF can fail and allow the AC power supply to back feed 28V through the powered cooler through the CFX3 or CFF's DC power cable to some or all the other DC appliances (such as A/C, 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 immediate surrounding materials.

Potential use cases, although rare, which can lead to this failure can happen when the CFX3 or CFF is connected to BOTH AC AND DC power and:

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.

AFFECTED PRODUCTS:

CFX3 Series and CFF Series Powered Coolers

MODEL NUMBERS:

CFX3 Series Powered Coolers:

CFX3 35
CFX3 45

CFX3 55IM
CFX3 75DZ

CFX3 95DZ
CFX3 100

CFF Series Powered Coolers:

CFF 35
CFF 45

SERIAL NUMBER RANGES:

CFX3 Series Powered Coolers

00700001 thru 02303122 and 94900011 thru 95200240

CFF 35 Powered Coolers

15864200300001 thru 15864201200050

CFF 45 Powered Coolers

1292201000001 thru 12983201700050

If you are unsure, call 888-943-4905 or 574-389-3713 or go to www.Dometic.com to confirm that your CFX3 or CFF is within the population of recalled units for Recall 20E040.

WHAT WILL DOMETIC DO:

Dometic is aggressively approaching all OEMs, Dealers, Retailers, and End Users with Certified Letters (for which they must sign) that define the product/models, population, and a no charge remedy packet so that an immediate remedy application can occur. The remedy consists of 1) instructions, 2) warning label, 3) revised operating manual, and 4) recall response card to be filled out and returned at the time of remedy application.

DOMETIC IS SUPPLYING THIS RECALL REMEDY AT NO CHARGE.

WHAT YOU NEED TO DO:

Please review the information provide in this packet, apply the remedy to any inventory you have in stock and provide Dometic with: 1. The serial numbers of any in stock inventory and 2. The customer information (name, address, phone, email, model purchased, date of purchase) for any customers who have purchased CFX3 or CFF product from you.

Pursuant to NHTSA regulations 49CFR 577.13(b), upon receipt of this notice it is a violation of Federal Law for a dealer to deliver a new or used motor vehicle or a new or used item of motor vehicle equipment covered by this notification under a sale or lease until the defect or noncompliance is remedied. If any of the vehicles or these powered coolers are to be sold into Canada, you should also submit a defect report to Transport Canada.

Once the remedy has been applied to your inventory, please make sure to send Dometic a list of all of the models and serial numbers so that Dometic may record and report the remedy application in accordance with NHTSA regulation. If required, Dometic will pay a standard rate at .25hrs per unit that requires a remedy. Please email recall@dometic.com directly with the total quantity of units on hand that require the application of the remedy in order to ensure payment.

DOMETIC IS SUPPLYING THIS RECALL REMEDY AT NO CHARGE.

RECALL REMEDY CHECK LIST:

- ┘ Read NHTSA RECALL 20E040 Letter
- ┘ Review Enclosures 1 thru 5 provided in the packet
- ┘ Locate any CFX3 or CFF inventory
 - In the box, on display, or installed
- ┘ Apply the remedy to any CFX3 or CFF inventory that is part of this recall
- ┘ Record the model and serial numbers of any remedied product
 - Please use Remedy Reporting Log (Enclosure 5)
- ┘ Mail/Email model and serial numbers to Dometic at recall@dometic.com
- ┘ Send Dometic a list of consumers who have purchased a CFX3 or CFF unit so that we may contact the consumers to apply the remedy.
 - If you elect to contact the consumers, please email us at recall@dometic.com in order to coordinate the necessary documents/materials to mail to your customers.

Once the remedy has been applied to the CFX3 or CFF inventory, it can be sold.

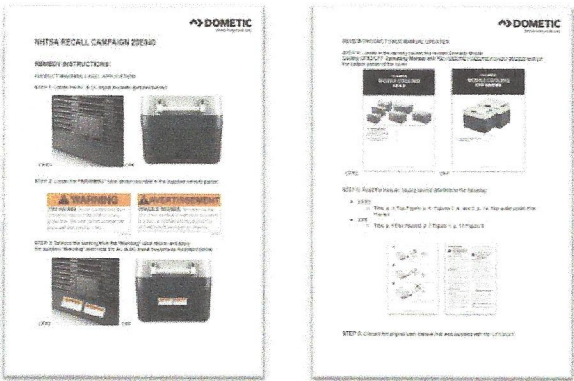
If you have any questions, please call Dometic at call 888-943-4905 or 574-389-3713 or email recall@dometic.com.

Please find the Enclosures accompanying this Letter.

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ENCLOSURE 1:

REMEDY INSTRUCTIONS



ENCLOSURE 2:

WARNING LABELS



ENCLOSURE 3:

MANUALS



RECALL RESPONSE CARD

ENCLOSURE 5:

REMEDY REPORTING LOG

REMEDY REPORTING LOG

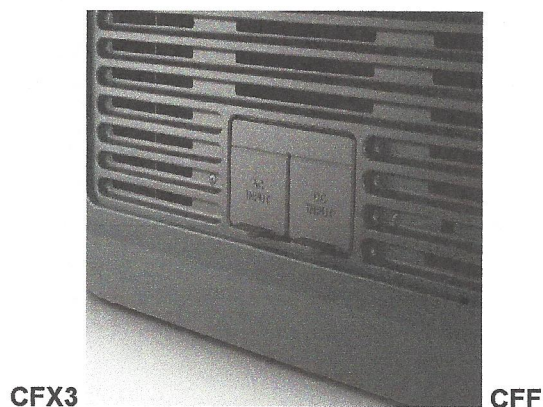
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NHTSA RECALL CAMPAIGN 20E040

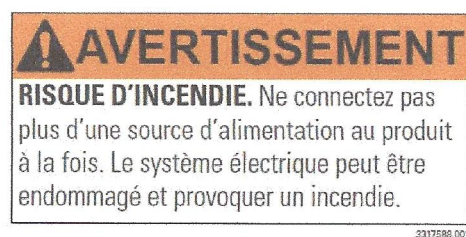
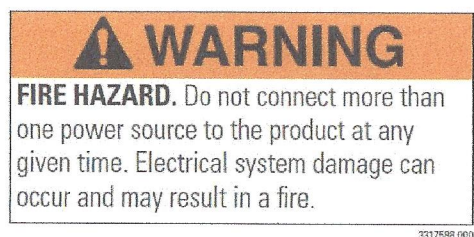
REMEDY INSTRUCTIONS:

PRODUCT WARNING LABEL APPLICATION:

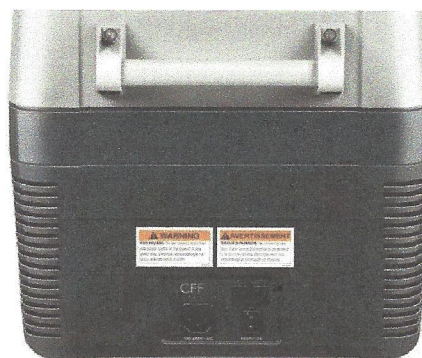
STEP 1: Locate the **AC & DC Input Sockets** (pictured below):



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

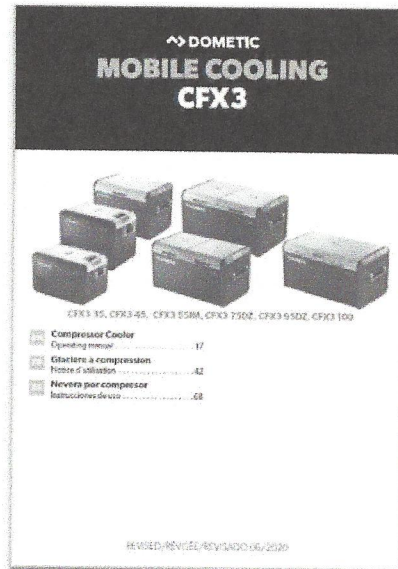


STEP 3: Remove the backing from the **“Warning”** label sticker and apply the supplied **“Warning”** label near the **AC & DC Input Sockets** as illustrated below:

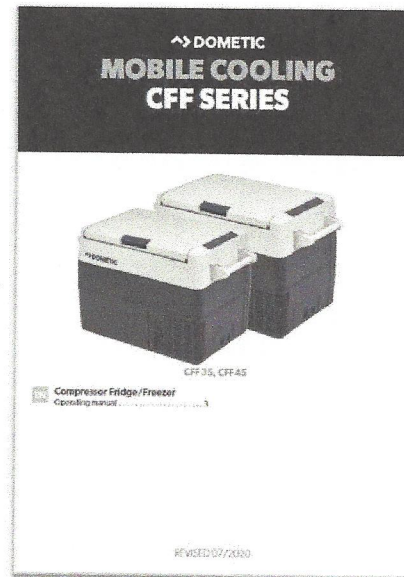


REVIEW PRODUCT USER MANUAL UPDATES:

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:



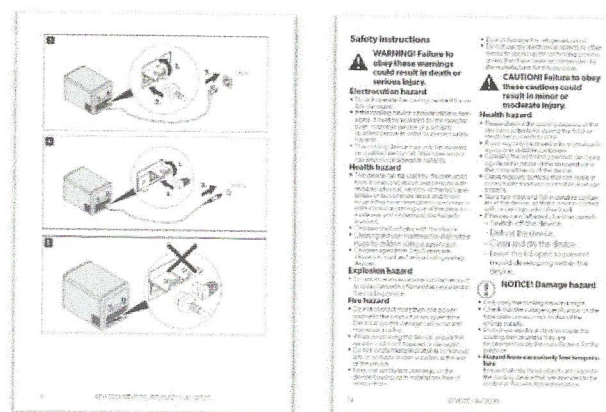
CFX3



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.

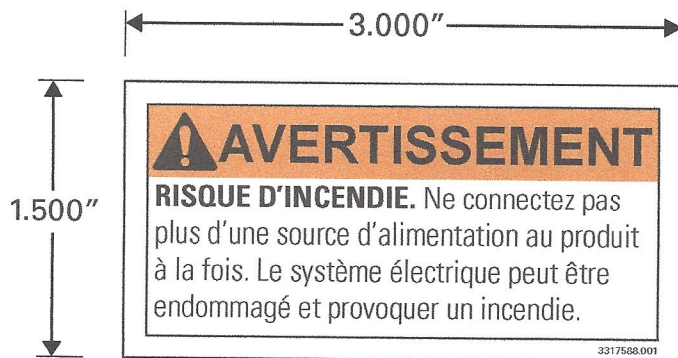
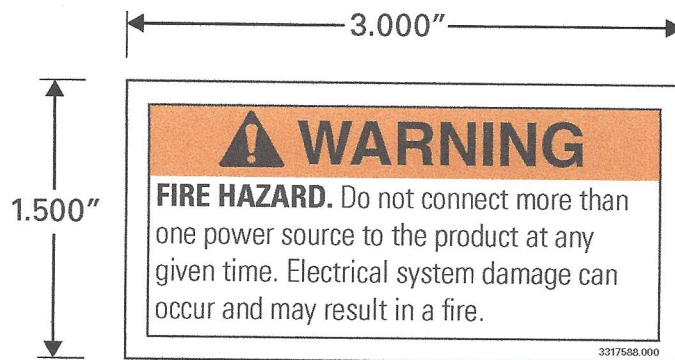
COMPLETE CFX3/CFF OWNER RECALL RESPONSE CARD:

STEP 7: Locate the **CFX3/CFF OWNER RECALL RESPONSE CARD** included in this remedy packet:

 BUSINESS REPLY MAIL <small>FIRST-CLASS MAIL PERMIT NO 425 ELKHART IN</small> <small>POSTAGE WILL BE PAID BY ADDRESSEE</small>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;"> <small>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</small> </div> 
<p>DOMETIC NORTH AMERICA 2320 INDUSTRIAL PARKWAY, 46516 ELKHART, IN UNITED STATES</p>	
	

		NHTSA Recall No. 20E040																							
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		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**.)



ENCLOSURE

3a

PLEASE REFER

TO

(RCMN-20E040-3525)

OF 20E040

UPLOADED DOCUMENTS

FOR

CFX3

REVISED OPERATING MANUAL

ENCLOSURE

3b

PLEASE REFER

TO

(RCMN-20E040-3123)

OF 20E040

UPLOADED DOCUMENTS

FOR

CFF 35 AND CFF 45

REVISED OPERATING MANUAL

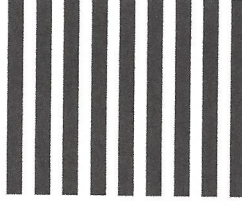
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 425 ELKHART IN

POSTAGE WILL BE PAID BY ADDRESSEE

DOMETIC NORTH AMERICA
2320 INDUSTRIAL PARKWAY,
46516 ELKHART, IN UNITED STATES

Date applied





NHTSA Recall No. 20E040

Owner's Contact Information	
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(this information will only be used for communicating with you about this recall)

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Installed In			
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Form No. 3317593.000



Location:

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