

To Dometic CFX3 Powered Cooler Dealer/OEM:

2020-06-24



**IMPORTANT RECALL INFORMATION
RECALL CAMPAIGN NO. 20E040**

Dometic is committed to designing and manufacturing quality products for the benefit of our business partners and the enjoyment of outdoor enthusiasts around the world. It has recently come to our attention that the Dometic CFX3 powered cooler may contain a potential defect that can cause electrical system damage and charring, when and only when, the CFX3 powered cooler is connected to both 120VAC and 12VDC powered circuits at the same time. No fire or injury has been reported or observed and is extremely unlikely, however when the defect is enunciated, it will cause a 12VDC overload that may cause electrical damage.

To ensure the safety of our customers, we have decided to initiate a recall of the CFX3 series coolers. The recall campaign (**20E040**) affects the total population of CFX3 series coolers in circulation in the Americas and Dometic is taking steps to resolve potential consequences of the defect. We are following the guidelines of the National Highway Transportation Safety Administration in accordance with the applicable provisions of 49 CFR Part 573.

AT THIS TIME, WE ASK THAT YOU IMMEDIATELY STOP SELLING ALL CFX3 UNITS AND PLACE ANY REMAINING INVENTORY ON HOLD. Dometic has placed a hold on all of our inventory and will NOT be shipping any pending orders until further notice.

We will be in contact in the following days with additional information. If you have any immediate questions, please contact us at recall@dometic.com or contact your Dometic sales manager.

We thank you in advance for your continued support and for your assistance to quickly enact the necessary remedy when available.

BACKGROUND

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 35, CFX3 45, CFX3 55IM, CFX3 75DZ, CFX3 95DZ, CFX3 100

The products in question are all “CFX3 coolers” used in Original Equipment manufacture of recreation vehicles or as replacement equipment for recreation vehicles, commercial vehicles, marine, and retail. There have been no incidents of injury or death involving these products.

DEFECT DESCRIPTION

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 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 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 Cooler is connected 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, the user turns on the vehicle’s generator or inverter.

Sincerely,

Patrick N. McConnell - Contractor
Director Product Safety - Compliance & Engineering Services

Dometic North America