

21.07.2021

Registered letter with reply advice

Product Warning and Recall

**Liquid gas cookers & replacement assemblies for liquid gas cookers
from Dometic**

- Leaking cooker gas tubes and gas regulators -

Risk of serious injury!

Dear Sir / Madam,

We have very high standards for the safety and quality of our products which we continue to develop and improve on a continuous basis. Furthermore, we attach great importance to open communication with our customers in a spirit of trust.

We, therefore, wish to draw your attention to the following **voluntary product recall** and request your support.

1. Products

The following models of liquid gas cookers and cooker combinations (hereinafter referred to as: Products) are affected by the voluntary recall:

SKU	Description	Family
9600027605	Dometic PI8022 EU	cooktop
9600027606	Dometic PI8022 12V ignition AM	cooktop
9600027608	Dometic PI8023 AM	cooktop
9600037309	Dometic CE99-ZF AM	cooktop
9600037310	Dometic CE99-ZF OEM	cooktop
9600037313	Dometic CE99-DF AM	cooktop
9600037315	Dometic KSK2007R	cooktop
9600037317	Dometic PI9003	cooktop
9600037319	Dometic MO9722R Piezo	combination
9600037320	Dometic MO9722L Piezo	combination
9600037321	Dometic MO9722R AM	combination
9600037322	Dometic MO9722L AM	combination
9600037324	Dometic MO9222R	combination
9600037325	Dometic MO9222L	combination

For some time now we have purchased the affected products from our supplier without issue. The supplier is contractually obliged to comply with all legal requirements and manufacture the product in accordance with our own high standards for safety and quality.

The products were, therefore, developed to meet all legal requirements along with our own high standards, designed with the involvement of a conformity assessment body and manufactured under a continuous quality assurance process.

2. Characteristics of defect and root cause analysis

Despite the requirements and processes described above, we have identified a small number of complaints, where, in the case of the affected Products, an **irregular leakage of gas** has occurred either around the supply tubes to the cooker or at the control knob of the cooker regulators.

Specifically, gas leaked from behind the control knob which ignited spontaneously, probably due to the proximity to the operated cooker. As a result, a minor flame formation occurred around the control knob.

In the case of other Products, gas leakage was identified during the leakage test performed on a routine basis pursuant to DIN EN 1949:2018.

We have taken these reports very seriously and have started the process of determining the cause of this phenomenon immediately.

As thorough root cause analysis are technically complex, it has not yet been possible to finalise them in the short time since the problem was identified. We cannot currently exclude that, in the case of the Products subject to the complaint, an unintentional interaction of several components has led to there being insufficient sealing to the controls.

It also cannot currently be excluded that the Products may also be affected around both the regulators and the supply tubes.

Even without final completion of the root cause analysis, we are taking this opportunity, to react immediately and to check all potentially affected products and, if necessary, to replace or repair them.

3. Potential risk of injury

Should the product be subject to leakage, an undetermined amount of gas can leak, which where a suitable ignition source is present, may ignite. As a result of this, a flame formation can occur around the regulators. Furthermore, in worst case scenarios there is the potential for the gas-air mixture to explode. This can result in serious injury to the user of our products and uninvolved third parties

To date, we are not aware of any incident in the field where an injury has occurred!

4. Affected Products

We currently assume, in compliance with our obligations of due diligence, that all the above-mentioned Products with the stated article numbers (SKUs) may be affected and are, therefore, covered by this recall. All affected Products/ are labelled with the following manufacturer's marking (example SKU 9600037314):



5. Measures to date

In parallel to our root cause analysis, we have ordered a stop to sales and blocked our stocks from being despatched. Current stock is meanwhile being inspected and tested to ensure conformity.

After final completion of the root cause analysis, we will take all necessary measures together with our supplier to safely remedy the causes of the defect in the future and to prevent further incidents.

Furthermore, we will also shortly be informing the locally regulatory authority for market surveillance concerning this recall.

6. Precautionary measures to be taken

We are dependent upon your cooperation and ask you urgently to take the following precautionary measures as soon as possible:

- a. Stop the installation and sale of the above-mentioned Product immediately and block the Products in your warehouse.
- b. Report the type and number of the Products/ you have directly to us to the following

safety@dometic.co.uk

- c. Inform your customers and your employees of this situation.

For reasons of speed and simplification and to ensure uniform information, you can inform your employees by means of this letter.

For your customers, please find attached a letter for your use by way of example as well as a notice for your stores.

- d. Please make this information available in an appropriate manner on your website as well.
- e. Check whether the Products/ which are subject to complaint by your customers are the Products affected here and inform us about this.
We will take the next steps quickly and in an uncomplicated manner.

Please take these steps **immediately**.

We are working intensively on a solution (check, repair or exchange) and will contact you again with a resolution as soon as possible.

We draw your attention to the fact that you as the supplying dealer are legally obliged to take these precautionary measures in accordance with the requirements of the Directive on Product Safety 2001/95/EC and its implementation by the national authorities.

Should you currently have any questions or comments concerning the points raised, please do not hesitate to contact us under the phone number 0344 626 0133

We regret the inconvenience and thank you for your understanding.

Your Dometic Team



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