



FOR IMMEDIATE RELEASE  
September 12, 2003

Product Safety Hotline: 800/638-8055 x 650  
Russound Media Contact: Peter Hoagland  
540/349-2329 or peterh@russound.com

## IMPORTANT PRODUCT SAFETY NOTIFICATION RUSSOUND CAV6.6 RECALL Frequently Asked Questions

*Q) What exactly is the recall for?*

A) When the 12 volt output trigger feature is being employed, improper use or a damaged connection can potentially cause the connector to overheat. This could potentially ignite and lead to a fire.

*Q) Are all Russound CAV6.6 units affected?*

A) All CAV6.6 units are affected and only if the 12 volt output trigger is used. All units however will either be repaired or replaced in the field.

*Q) What about other Russound products?*

A) No other Russound products are affected by this notification.

*Q) How many units are involved and how many reports have you had?*

A) Approximately 1000 units are involved. Two reports were recently received. There have been no injuries or damage reported.

*Q) Doesn't Russound get safety approvals for their products?*

A) Russound applies for and obtains all relevant safety approvals for all their electronic products, including UL, the benchmark for consumer electronics products.

*Q) Who is Russound and how long have they been in business?*

A) Russound, based in Newmarket, NH is an industry leading designer and supplier of distributed audio equipment since 1967. Their products are sold throughout the world.

Q) *What will Russound do and who will pay for it?*

A) Russound is going to either repair the affected component or replace the unit free of charge in the field to minimize any inconvenience to the customer.

Q) *What should I do right away?*

A) Unplug the unit from its power source immediately. Then contact your dealer or Russound at 1 (800) 638-8055 Ext 650 for further information.

Q) *Once the unit is repaired or replaced, will it be safe?*

A) The modified CAV6.6 will be completely safe for use and will of course continue to have full warranty.

# # # #

**Subject:** Overheated CAV

**From:** Douglas McKalip <admin@rexservice.xohost.com>

**Date:** Wed, 29 Oct 2003 14:34:10 -0600

**To:** jbobola@cpsc.gov

Hi John,

I saw the official notice today and wonder why they only said one. The attached PDF says two. They had slipped and told me there was more than just me as well.

Also which guy they are talking about, me or the other one. And if it is me, is "overheat" a good word here?

<http://www.russound.com/cav/CAVAAlertFAQ.pdf>

Seems odd to me.

Doug

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Douglas McKalip

Rex Service Company  
Chicagoland's Premier Service Company  
7030 W. 111th Street  
Worth, IL 60482

708/448-5558 (Voice)  
708/448-7396 (FAX)  
800/HI REX TV (800)  
[Mailto:doug@rexservice.com](mailto:doug@rexservice.com)

**Subject:** RE: Overheated CAV  
**From:** "Bobola, John M." <JBobola@cpsc.gov>  
**Date:** Wed, 29 Oct 2003 16:05:40 -0500  
**To:** <doug@rexservice.com>

Hi Doug,

At this point,I am unaware of any other incidents with the CAV. However, it is possible that the manufacturer received another notice and are attempting to address the issue on their web-site.

John

-----Original Message-----

**From:** Douglas McKalip [<mailto:admin@rexservice.xohost.com>]  
**Sent:** Wednesday, October 29, 2003 3:34 PM  
**To:** Bobola, John M.  
**Subject:** Overheated CAV

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**Subject:** Re: Overheated CAV  
**From:** Douglas McKalip <admin@rexservice.xohost.com>  
**Date:** Wed, 29 Oct 2003 15:26:31 -0600  
**To:** "Bobola, John M." <JBobola@cpsc.gov>

The date on the PDF is September 12th

Bobola, John M. wrote:

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