

---

**Preauth**

4 messages

---

**Ashlee Olsen** <ashlee@dealer-advisors.com>  
To: techservice@dometic.com

Fri, Feb 27, 2026 at 2:44 PM

Good afternoon,

We have a toilet valve that needs replaced and we are seeking preauthorization.

Complaint: Toilet purchased 10/20/2025 and is leaking  
Cause: Tech found the water valve is leaking water  
Correction: Replace valve and test

Labor .50

I have attached the work order, proof of purchase, and pictures, but if you need anything further, please let me know.

Thank you,

Ashlee Olsen  
Warranty Administrator  
iClaims Services  
www.iclaimsservices.com  
208.716.2887

---

**7 attachments**



**LINE 1 TAG.jpg**  
45K



**LINE 1 (3.jpg**  
319K



**LINE 1 (2.jpg)**  
309K



**LINE 1 (4.jpg)**  
332K



**LINE 1.jpg**  
486K

 **PROOF OF PURCHASE.pdf**  
214K

 **WO.pdf**  
380K

---

**TechService** <techservice@dometic.com>  
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Fri, Feb 27, 2026 at 2:49 PM

Ashlee,

We will need photos of the actual water valve, removed from the toilet, showing both sides of the valve itself.

Also need your account number.

Please click the link below or scan the QR code to let us know how we are doing. We welcome any feedback that you can give to us on ways to improve our service to you!

[Customer Satisfaction Survey!](#)



Christina  
Technical Service Rep

Dometic North America, 5155 Verdant Dr, 46516, Elkhart, IN, United States

[dometic.com](http://dometic.com)

OBJ00733249



---

**From:** Ashlee Olsen <ashlee@dealer-advisors.com>

**Sent:** Friday, February 27, 2026 4:44 PM

**To:** TechService <techservice@dometic.com>

**Subject:** Preauth

[CAUTION]: This email originated from outside Dometic. Do not click links or open attachments unless you recognize the sender and know the content is safe. Please use the "Report Phishing" button to report any suspicious emails to our Security Team. Read here for more information. Unsolicited emails (newsletters, sales, etc.) should not be reported as phishing, please delete or move those the junk inbox instead.

[Quoted text hidden]

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

---

**Ashlee Olsen** <ashlee@dealer-advisors.com>

To: TechService <techservice@dometic.com>

Sun, Mar 1, 2026 at 10:34 PM

Good evening,

Our account number is 10411601, I have attached requested photos here.

Thank you!

Ashlee

[Quoted text hidden]

--

[Quoted text hidden]

---

**4 attachments**



**LINE 1 VALVE.jpg**  
98K



**LINE 1 VALVE (4.jpg**  
69K



**LINE 1 VALVE (2.jpg**  
97K



**LINE 1 VALVE (3.jpg**  
98K

---

**TechService** <techservice@dometic.com>  
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, Mar 2, 2026 at 6:22 AM

Good Morning,

There is a visible stress mark seen to this valve, which is not covered under warranty.

This indicates improper water pressure, or improper winterization/freeze damage.

Dometic respectfully denies this claim.



Please click the link below or scan the QR code to let us know how we are doing. We welcome any feedback that you can give to us on ways to improve our service to you!  
[Customer Satisfaction Survey!](#)



Christina  
Technical Service Rep

Dometic North America, 5155 Verdant Dr, 46516, Elkhart, IN, United States

[dometic.com](http://dometic.com)

**From:** Ashlee Olsen <ashlee@dealer-advisors.com>

**Sent:** Monday, March 2, 2026 12:34 AM

**To:** TechService <techservice@dometic.com>

**Subject:** Re: Preauth

[Quoted text hidden]