

**Steven Black's RM2451 refrigerator**

9 messages

CustomerSupportCenter <customersupportcenter@dometic.com>  
 To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Wed, May 27, 2026 at 2:09 PM

Hello Ashlee:

I had spoken with Cole who provided your email address to reach out regarding Mr. Steven Black's refrigerator model # RM2451 w/sn# MB74501204.

We have received the Refrigerator Performance check list for warranty coverage form (shown below) submitted on 5/20/26.

**DOMETIC**  
**Refrigerator Performance Check-List for Warranty Coverage**

Once Completed – Email to [techservice@dometic.com](mailto:techservice@dometic.com)  
*\*Incomplete or inaccurate information will delay processing.\**  
*\*Replacement parts/product will be sent at no charge unless prior approval has taken place.\**

Dealer Name: Tram RV Center Dealer Account # \_\_\_\_\_  
 Dealer Phone: 423-235-1147 Dealer Fax: \_\_\_\_\_  
 Dealer Contact: Stephanie Dealer PO # / Ref # \_\_\_\_\_  
 Dealer Email: trwarranty@tramrv.com

Customer Date of Purchase – or – Stock Unit: 1-6-24  
 Customer Name: Steve Black  
 RV Manufacturer: Xtreme Outdoors Year of Coach: 2024  
 Complete RV VIN: 7B11T2119R1000043

Dometic Model # Rm 2451  
 Dometic Serial # MB74501204  
 Dometic Product / Mfg. # 93600011

Nature of Complaint: Fridge not cooling  
 Part Required for Repair: Replace fridge

**Diagnostic / Testing Information**

Is there is a visible leak from the cooling unit? \_\_\_\_\_  
 \*\*\*\*\* If a leak is identified, no additional testing is required. \*\*\*\*\*

Upon complaints of an absorption fridge not cooling to the customers satisfaction, often, the issue is due to poor venting. Verify the following for venting issues; NO open air space on the left, right, or top of the fridge. NO more than 1" from the cooling unit to the side wall of the RV. If installed with two side wall vents, verify there is a fan and that it is working, verify there is a baffle extension or "false wall" leading up to within 1/2" – 1/4" from the bottom of the condensing fins, and verify there is a turning vein or "deflecting shield" above the condensing fins. If the unit is installed and vented properly but not cooling, proceed with a cooling unit bypass test as follows.

Unplug the thermistor from the lower control board and run the unit like this for 8 hrs.  
**\*\*\*RM1350, RM3762, RM3962, & DMR702-D units need a spare thermistor plugged into lower control board and hanging outside lower access door with above 50 degree F outside.\*\*\***  
 After 8 hours of running wide open, what is the substance temperature? \_\_\_\_\_  
 12V DC: 13.45 120V AC: 122.2 Heating Element AC Amps: 1.49  
 Heating Element Ohms: \_\_\_\_\_ Thermistor Ohms (while in ice water): \_\_\_\_\_  
**\*\*\* If the problem is specific to gas operation please provide the following \*\*\***  
 Gas Pressure: 11 Gas Valve Ohms: \_\_\_\_\_

If a Complete fridge replacement is deemed necessary, will the fridge fit through the RV door? \_\_\_\_\_

**NOTE:** This form is used for authorization only. This is NOT used for labor reimbursement.  
 For labor reimbursement, please submit a warranty service report to \_\_\_\_\_

We are not seeing that the bypass test was done.

# To Perform a Bypass Test of the Cooling Unit

## Americana/Americana Plus

Disconnect the thermistor from the control board at **P2** (with the thermistor unplugged no temperature is sensed, therefore, it will run continuously). This was designed intentionally so that if the thermistor fails the unit will get as cold as it possibly can since there are no error codes to display and warn the customer that the thermistor has failed.



We are also needing photos of the substance temperature from inside the RM2451 for review.

If you have any further information that can be submitted for review that would be appreciated.

Thank you.

Sincerely,

Consumer Satisfaction Survey!



**Kendra Vickers**  
Customer Experience Rep, Consumer Escalation Rep,  
Phone 800-544-4881

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

dometic.com



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

Mon, Jun 8, 2026 at 10:12 AM

Good morning Kendra,

According to the tech, this test is what was performed. I have attached the requested photo's. Please let me know if you need anything further.

Thank you,  
Ashlee

[Quoted text hidden]

--  
Ashlee Olsen  
Warranty Administrator  
iClaims Services  
icclaimsservices.com  
208.716.2887

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**3 attachments**



**LINE 1 (7.jpg)**  
223K



LINE 1 (6.jpg)  
240K



LINE 1 (5.jpg)  
260K

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CustomerSupportCenter <customersupportcenter@dometic.com>  
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Wed, Ju

Hello Ashlee:

We are still needing the areas that are highlighted from the diagnostic form that was submitted on 6/8/26 (shown below) for review.

condensing fins. If the unit is installed and vented properly but not cooling, proceed with a cooling unit by test as follows.

Unplug the thermistor from the lower control board and run the unit like this for 8 hrs.

**\*\*\*RM1350, RM3762, RM3962, & DMR702-D units need a spare thermistor plugged into lower control board and hanging outside lower access door with above 50 degree F outside. \*\***

After 8 hours of running wide open, what is the substance temperature? \_\_\_\_\_

\* 12V DC: 13.43 120V AC: 122.2 Heating Element AC Amps: 1.49

Heating Element Ohms: \_\_\_\_\_ Thermistor Ohms (while in ice water): \_\_\_\_\_

**\*\*\* If the problem is specific to gas operation please provide the following \*\***

Gas Pressure: 11" Gas Valve Ohms: \_\_\_\_\_

If a Complete fridge replacement is deemed necessary, will the fridge fit through the RV door? \_\_\_\_\_

The substance temperature would be for the freezer and refrigerator.

Thank you.

Sincerely,

Consumer Satisfaction Survey!



**Kendra Vickers**  
Customer Experience Rep, Consumer Escalation Rep,  
Phone 800-544-4881

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

dometic.com



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**From:** Ashlee Olsen <ashlee@dealer-advisors.com>  
**Sent:** Monday, June 8, 2026 12:13 PM  
**To:** CustomerSupportCenter <customersupportcenter@dometic.com>  
**Subject:** Re: Steven Black's RM2451 refrigerator

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**3 attachments**



**LINE 1 (7.jpg**  
223K



**LINE 1 (6.jpg**  
240K



**LINE 1 (5.jpg)**  
260K

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**Ashlee Olsen** <ashlee@dealer-advisors.com>  
To: Tri-Am Tennessee Warranty <tnwarranty@triamrv.com>

Wed, Jun 10, 2026 at 12:10 PM

Hey Stephanie!

I'm forwarding you this email from Dometic, they are needing feedback still. I added this email to the folder (27155), but the highlighted parts were hard to see/cut off. If you scroll down to page 3/4 you'll see the current feedback needed. Let me know if you have any questions!

Thanks,  
Ashlee  
[Quoted text hidden]  
[Quoted text hidden]

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

Thu, Jun 11, 2026 at 1:04 PM

Requested photo's added.

Thank you!  
[Quoted text hidden]

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**2 attachments**



**requested photo 2 on june 11.jpg**  
153K



**requested photo on june 11.jpg**  
297K

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

Mon, Jun 15, 2026 at 11:33 AM

Good morning,

Can I please get an update on this?

Thank you,  
Ashlee  
[Quoted text hidden]

Hello Ashlee:

We are still needing the thermistor reading.

Sincerely,

Consumer Satisfaction Survey!



**Kendra Vickers**  
Customer Experience Rep  
Phone 800-544-4881

[Quoted text hidden]  
[Quoted text hidden]

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**2 attachments**



requested photo 2 on june 11.jpg  
153K



requested photo on june 11.jpg  
297K

To: CustomerSupportCenter <customersupportcenter@dometic.com>

Requested photo's of the thermistor attached. Please let me know if you need anything further.

Thank you,  
Ashlee

[Quoted text hidden]

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**3 attachments**



**line 1 therm request 6 17.jpg**  
78K



**line 1 therm 3rd request 6 17.jpg**  
182K



**line 1 therm 2nd request 6 17.jpg**  
193K

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CustomerSupportCenter <customersupportcenter@dometic.com>  
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Wed, Jun 17, 2026 at 2:57 PM

Hello Ashlee:

Thank you for your time during our phone call on 6/17/26.

I appreciate your information being sent into Dometic.

**Please provide the Thermistor Ohms (while in ice water) for Mr. Black's frig.**

We will look forward to hearing back from you.

Enjoy the remainder of your day.

[Quoted text hidden]

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**3 attachments**



**line 1 therm request 6 17.jpg**  
78K



**line 1 therm 3rd request 6 17.jpg**  
182K



**line 1 therm 2nd request 6 17.jpg**  
193K