
AC

2 messages

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

Tue, Oct 7, 2025 at 10:51 AM

Good afternoon,

We have an AC unit that is not working correctly, and we are seeking preauth to get fixed

Complaint: Customer said the AC kicks on, but the blower will not turn on

Cause: Tech found the fan motor is locked up. Manufacturer defect in part to allow AC to work correctly

Correction: Replace fan motor and test AC

Labor and diag time 2.5

I have attached the work order, diag sheet, 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

5 attachments

LINE 1 (2.jpg
152K



LINE 1.jpg
155K



LINE 1 TAG.jpg
122K

 DOMETIC PERFORMANCE SHEET.pdf
592K

 WO.pdf
403K

TechService <techservice@dometic.com>
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Tue, Oct 7, 2025 at 11:53 AM

Please ensure you are sending all preauths to the email listed on the top of the diag sheet,
techservice@dometic.com
Flat rate for this fan motor is 1.0hr.

Service Event Number is 10359277
1.0hr labor RR fan motor

Return part using standard ground shipping and add return charges to work order. Email to
claimpayments@dometic.com. Return part to the address on page 2; Return Order. Do not send to
Rosemont address.

DOMETIC CORP
[2320 INDUSTRIAL PKWY](#)
ELKHART, IN 46516
RMA0134418

Replacement is on order number 101504127

ALL RETURNS AND WARRANTY CLAIMS MUST BE RECEIVED WITHIN 90 DAYS OF WARRANTY
AUTHORIZATION DATE TO BE ELIGIBLE FOR REIMBURSEMENT. CLAIMS RECEIVED AFTER 90 DAYS WILL BE
DENIED.

Thanks

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

From: OEM TechService <oemtechservice@dometic.com>

Sent: Tuesday, October 7, 2025 12:53 PM

To: TechService <techservice@dometic.com>

Subject: Fw: AC

Dometic OEM Tech Service

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!](#)



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

Sent: Tuesday, October 7, 2025 12:51 PM

To: OEM TechService <oemtechservice@dometic.com>

Subject: AC

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[Quoted text hidden]

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