
Preauth

4 messages

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

Wed, May 20, 2026 at 12:37 PM

Good afternoon,

We have a refrigerator that needs replace and we are seeking preauthorization

Complaint: Customer said Dometic fridge is not cooling.

Cause: Tested on electric, good 1.5 amps at heating element, switched to LP fridge has good flame. No visible leaks at coolant. Allowed fridge to run for several hours and found no internal cooling. Allowed fridge to cool over night and temp was 80 in both freezer and fridge. This indicates a faulty fridge cooling unit.

Correction: Replace fridge

I have attached photo's and documents, but if you need anything further, please let me know.

Thank you,

Ashlee Olsen
Warranty Administrator
iClaims Services
icclaimsservices.com
208.716.2887

8 attachments



line 1 (2).jpg
201K



line 1 (3).jpg
278K



line 1 (1).jpg
410K




LINE 1 PROOF OF PURCHASE ON FRIDGE.jpeg
905K



line 1 (4).jpg
534K



LINE 1.jpg
814K

 **WO.pdf**
496K

 **LINE 1 WARRANTY FORM.pdf**
668K

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

Wed, May 20, 2026 at 12:43 PM

Ashlee,

The customer has been out of warranty since January.

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

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

Sent: Wednesday, May 20, 2026 2:37 PM

To: TechService <techservice@dometic.com>

Subject: Preauth

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[Quoted text hidden]

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

Wed, May 20, 2026 at 12:48 PM

Good afternoon Christina,

The refrigerator is under warranty auth with company

Thank you,
Ashlee

[Quoted text hidden]

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[Quoted text hidden]

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

Wed, May 20, 2026 at 1:03 PM

Ok. Wouldnt need a new fridge. If not cooling; replace the cooling unit.

Does not have warranty with Dometic.

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: Ashlee Olsen <ashlee@dealer-advisors.com>
Sent: Wednesday, May 20, 2026 2:48 PM
To: TechService <techservice@dometic.com>
Subject: Re: Preauth

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