

Steven Black's RM2451 refrigerator

13 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.

Refrigerator Performance Check-List for Warranty Coverage

Once Completed - Email to 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: 7B1TT2119R1000043

Dometic Model # Rm 2451
Dometic Serial # MB74501204
Dometic Product / Mfg. # 936003071

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? _____

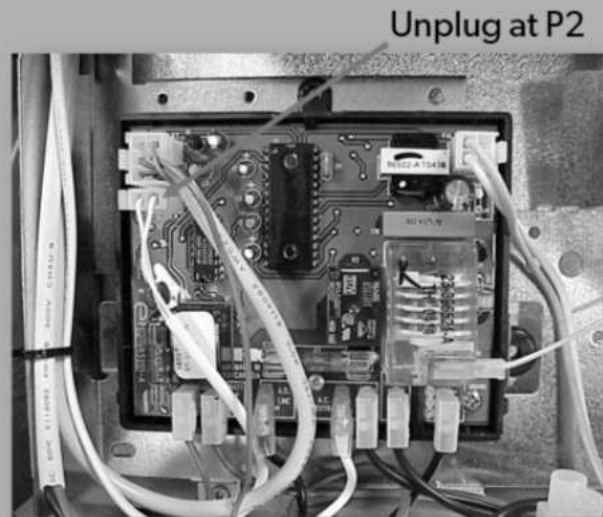
NOTE: This form is used for authorization only. This is NOT used for labor reimbursement.
For labor reimbursement, please submit a warranty service report to _____

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



NOTICE: This email and any attachments are for the sole use of the intended recipient(s) and may contain confidential information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please notify the sender by reply email and destroy the original message.

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

3 attachments



LINE 1 (7.jpg
223K



LINE 1 (6.jpg
240K



LINE 1 (5.jpg
260K

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

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, perform test as follows.

Unplug the thermistor from the lower control board and run the
*****RM1350, RM3762, RM3962, & DMR702-D units need a spare thermistor for the control board and hanging outside lower access door with above**

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

* 12V DC: 13.43 120V AC: 122.2 Heating Element

Heating Element Ohms: Thermistor Ohms (while in ice)

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

Gas Pressure: 11" Gas Valve Ohms:

If a Complete fridge replacement is deemed necessary, will the fridge fit through the

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



NOTICE: This email and any attachments are for the sole use of the intended recipient(s) and may contain confidential information. Any unauthorized review, use, disclosure or distribution is prohibited. If you receive this message in error, please notify the sender immediately by email. This message and any attachments are confidential in nature and may contain information that is confidential, privileged, or otherwise subject to the attorney-client privilege. 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 not received this e-mail by mistake. 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 not received this e-mail by mistake. 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 not received this e-mail by mistake.

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

[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. P mistake and delete this e-mail from your system.

3 attachments



LINE 1 (7.jpg
223K



LINE 1 (6.jpg
240K



LINE 1 (5.jpg
260K

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, the 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]

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]

2 attachments



requested photo 2 on june 11.jpg
153K



requested photo on june 11.jpg
297K

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]

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

Wed, Jun 17, 2026 at 8:27 AM

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]

2 attachments



requested photo 2 on june 11.jpg
153K



requested photo on june 11.jpg
297K

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

Wed, Jun 17, 2026 at 1:16 PM

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

Thank you,
Ashlee
[Quoted text hidden]

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

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 on6/17/26.

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]

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

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

Thu, Jun 18, 2026 at 10:50 AM

Good morning,

I've attached the requested information, please let me know if you need anything further.

Thank you,
Ashlee
[Quoted text hidden]

3 attachments



LINE 1 6 18 FEEDBACK.jpg
126K



LINE 1 6 18 FEEDBACK 2.jpg
89K

 **UPDATED WARRANTY FORM 6 18.pdf**
685K

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

Wed, Jun 24, 2026 at 11:17 AM

Hello,

Can I get an update on this please?

Thank you,
Ashlee
[Quoted text hidden]

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

Wed, Jun 24, 2026 at 11:51 AM

[Quoted text hidden]

23 attachments



line 1 (1).jpg
410K



line 1 (2).jpg
201K



line 1 (3).jpg
278K



line 1 (4).jpg
534K



LINE 1 (6).jpg
240K



LINE 1 (5).jpg
260K



LINE 1 (7).jpg
223K



LINE 1 6 18 FEEDBACK 2.jpg
89K



LINE 1 6 18 FEEDBACK.jpg
126K



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



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



LINE 1 PROOF OF PURCHASE ON FRIDGE.jpeg
905K



line 1 therm request 6 17.jpg
78K



requested photo 2 on june 11.jpg
153K



LINE 1.jpg
814K



requested photo on june 11.jpg
297K

-  **Dometic feedback.pdf**
693K
-  **Dometic feedback email.pdf**
352K
-  **Dometic email 6.17.pdf**
989K
-  **Dometic feedback 6.17.pdf**
870K
-  **LINE 1 WARRANTY FORM.pdf**
668K
-  **UPDATED WARRANTY FORM 6 18.pdf**
685K
-  **WO.pdf**
496K

The Customer is 6 months out of warranty. The customer was already out of warranty when they brought it to you to be diagnosed.

Dometic respectfully denies this claim.

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: Ashlee Olsen <ashlee@dealer-advisors.com>
Sent: Wednesday, June 24, 2026 1:51 PM
To: TechService <techservice@dometic.com>
Subject: Fwd: FW: FW: Steven Black's RM2451 refrigerator

[Quoted text hidden]