



Ashlee Olsen <ashlee@dealer-advisors.com>

RE: Recall WO 26532

1 message

Recall <recall@dometic.com>

Mon, Dec 8, 2025 at 1:22 PM

To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>, "tnwarranty@triamrv.com" <tnwarranty@triamrv.com>

Hi Ashlee, Stephanie,

The Authorization/Service Event (SE) for this has been entered into our system and the recall kit has been ordered--you should receive the kit within a few days.

Attached is a copy of the SE - refer to the notes in the middle of it for handling information and if you have any questions, let us know. Please forward this SE on to the personnel at your company who will be processing the claim for the labor reimbursement.

Please note:

-Make sure that your installing Tech saves and uses the original recall card that is included in the recall kit because it needs to be completely and legibly filled out and submitted back to us to claim the labor; this is the only way for your company to claim the labor reimbursement for installing the recall kit and for our company to clear the open recall on the stove and clear the open recall on the stove/RV with the RV manufacturer. Due to the amount of paper versions of a stove recall card that have been submitted to us and continue to be submitted to us for inspecting a stove, instead of installing a recall kit on a stove, Dometic is no longer accepting any of the various paper copy versions of the stove recall card that we have previously sent out via email. **We are only accepting the original stove recall cards from the recall kits now.**

-This recall kit is intended for this stove only; if this recall kit is not used within 90 days, please contact us so we can make arrangements to have it returned; do not discard this recall kit because we will need it returned if it is not used.

Warranty or Recall parts that are sent No Charge should NEVER be "cycled out" of inventory, they should be returned to Dometic-- just ask for an RMA. If you have any questions, let us know.

If you have any questions or require additional information, you can either email us or call us at one of the numbers noted below; M-Th 8:30-5:00, F 9:00-5:00 EST.

Thank you,

Billie Sue

Dometic Recall Department

888-943-4905; 888-803-0013; 574-389-3713

From: OEM TechService <oemtechservice@dometic.com>
Sent: Monday, December 8, 2025 11:16 AM
To: Recall <recall@dometic.com>
Cc: ashlee@dealer-advisors.com
Subject: Fw: Recall

Recall Team,

Please assist

Dan

Dometic OEM Tech Service

From: Ashlee Olsen <ashlee@dealer-advisors.com>
Sent: Monday, December 8, 2025 11:14 AM
To: OEM TechService <oemtechservice@dometic.com>
Subject: Recall

Good morning,

We have a unit with a stove recall:

Complaint: Cooking stove recall 20E071

Cause: Recall from Dometic

Correction: Dometic stove recall kit needs to be installed and a LP drop test completed to clear this recall.

Labor 1

Please let me know if you need anything further.

Thank you!

Ashlee Olsen

Warranty Administrator

iClaims Services

www.iclaimsservices.com

208.716.2887

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