



Ashlee Olsen <ashlee@dealer-advisors.com>

Forest River claim 2391249

3 messages

Tri-Am Tennessee Warranty <tnwarranty@triamrv.com>
To: "makins@forestriverinc.com" <makins@forestriverinc.com>
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>

Tue, Aug 12, 2025 at 8:48 AM

Good morning Mark,

Touching base from the phone call on Monday about claim 2391249. My manager spoke with the customer as requested to see if this damage happened while the unit was traveling. The unit was parked in their drive way and they had opened and closed the slide several times. When they opened it again after storing it for a while the customer heard a loud "pop" and found that damage. The slide was half way open and the screws from the hardware caught the roof causing roof and fiberglass damage.

**Thank you,
Stephanie
Warranty Dept
Tri-Am RV Center
423-235-1167**

Mark A. Akins <makins@forestriverinc.com>
To: Tri-Am Tennessee Warranty <tnwarranty@triamrv.com>
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>

Tue, Aug 12, 2025 at 8:53 AM

Few things I don't like on this unit.

Feels off to me and I have attached a PDF showing my concerns along with my comments. They don't have the pull a slide box to do rubber but would have to pull the fascia off on the inside of the slide so they can extend it out a bit further.

34 hours for this is excessive . I'm thinking 10- 12 at the most

Rubber – 5hours this includes the slide fascia on the inside.

Topper and t-mold – 1

Body work – 6 ish, tech doesn't have to stand there and watch it dry.

This look like either damage done or someone tried to tighten the tension , and lost..... ?