

claim 2391249

13 messages

Mark A. Akins <makins@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Aug 20, 2025 at 7:31 AM

Claim: 2391249

Vin# 4X4TRLN25S1908109

Good will offer on this claim from our upper production management team and the division service team . We deem this to be damage done. We never tighten or adjust the tension on these slide toppers, or you have this situation .

34 hours for this is excessive . 10- 12 at the most

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

Topper and t-mold – 1 hr

Body work – 6 ish, tech doesn't have to stand there and watch it dry. This is Good will helping our dealer.



MARK AKINS

ROCKWOOD/FLAGSTAFF TOWABLES

Warranty

Office :574-642-0368

Div. office: **574-642-2640**

makins@forestriverinc.com

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: "Mark A. Akins" <makins@forestriverinc.com>

Wed, Aug 20, 2025 at 2:52 PM

Hi Mark,

We have put an estimate together for PA2391249, of what the repairs to get this job done will take. We would appreciate you looking into it, so we can come to some resolution.

Estimate to repair damage from slide topper:

Remove and Reinstall front awning hardware 1

Sand, clean, mask off, glass, paint, refinish, and blend hole near main awning, repair gouge near main awning 3.5

Remove and reinstall slide seals on top, front, and rear of slide, remove and reinstall 2 double sided slide seals 3

Sand, clean, mask off, glass, resand, paint, refinish and blend rear slide corner, repair rear corner fiberglass 4

Sand, clean, mask off, glass, resand, paint, refinish and blend front corner of slide, repair front corner fiberglass 4

Replace upper exterior slide fascia 1

Remove and reinstall interior slide fascia and backing boards 2

Remove and reinstall interior metal rail on top of roof and upper sides .6

Overextend slide remove and reinstall side trim and replace roof material 2.5

Remove and reinstall slide room awning hardware, roller tube, and rail 2.5

Sand, prep, fill, paint, and blend holes that slide topper ripped through on rear of slide 2

Sand, prep, fill, resand, and blend holes that slide topper ripped through on front of slide 2

Install slide topper in new holes to avoid stripped areas in backer 1

Please review and let me know how we can move forward.

Thank you,

Ashlee

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Ashlee Olsen

Warranty Administrator

iClaims Services

www.iclaimsservices.com

208.716.2887

Mark A. Akins <makins@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Aug 21, 2025 at 6:15 AM

I gave you what my boss already said. This does not appear to be manufactured issue but rather damage done. What we offered is strictly good will. I can look at it again but my boss has also looked at it with Rockwood and Flagstaff production managers , . I didn't come up with that time on my own .

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Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Aug 21, 2025 at 9:49 AM

To: Chris Balderrama <chris@dealer-advisors.com>, Heidi Huntley <heidi@dealer-advisors.com>

Good morning!

This is a follow up to the email I sent on WO 25756...Tri-Am has asked for 34 hours, FR is willing to "goodwill" 12 hours because they do not see this as a manufacturing issue. Stephanie said the customers are as honest as they come, and though no one believes anyone's word anymore, they would not say this was a manufacturing issue if it wasn't. Either way, I'm not sure where to go from here, if we just take the 12 hours or if we keep pushing. Will you review & let me know if you have any suggestions?

Thanks,
Ashlee

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Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Aug 21, 2025 at 1:29 PM

To: "Mark A. Akins" <makins@forestriverinc.com>

I do understand that your department heads have deemed this as damage done, we have had certified tech's look at this and deem it as manufacturer issue. How would this type of "damage" even happen? Please review the estimated repair I sent previously and understand we are just trying to take care of our customer who is very honest, and would not say this was a manufacturing issue if they damaged the unit.

Thank you,
Ashlee

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Mark A. Akins <makins@forestriverinc.com>

Fri, Aug 22, 2025 at 7:10 AM

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

There are only two possible causes for the type of damage shown in your pictures: either the slide topper was over-tightened, or it came into contact with an external object. In this case, it appears the topper was over-tightened in an attempt to remove sag from the fabric.

We have been manufacturing RVs since 1974 and currently produce over 25,000 units each year. If this were truly a manufacturing issue, as suggested by your certified technicians, we would expect to see hundreds of similar cases in the field. However, the only instances we encounter are rare situations like yours, where the damage can be traced back to improper adjustment or external impact.

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Ashlee Olsen <ashlee@dealer-advisors.com>

Fri, Aug 22, 2025 at 7:12 AM

To: Chris Balderrama <chris@dealer-advisors.com>, Heidi Huntley <heidi@dealer-advisors.com>

Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
208.716.2887

----- Forwarded message -----

From: **Mark A. Akins** <makins@forestriverinc.com>
Date: Fri, Aug 22, 2025 at 7:10 AM
Subject: RE: claim 2391249
To: Ashlee Olsen <ashlee@dealer-advisors.com>

There are only two possible causes for the type of damage shown in your pictures: either the slide topper was over-tightened, or it came into contact with an external object. In this case, it appears the topper was over-tightened in an attempt to remove sag from the fabric.

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Ashlee Olsen <ashlee@dealer-advisors.com> Mon, Aug 25, 2025 at 12:59 PM
To: "Mark A. Akins" <makins@forestriverinc.com>
Cc: Chris Balderrama <chris@dealer-advisors.com>, Heidi Huntley <heidi@dealer-advisors.com>

Good afternoon Mark,

Please see attached copy.

Thank you,
Ashlee

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 **State law letter.pdf**
309K

Mark A. Akins <makins@forestriverinc.com> Tue, Aug 26, 2025 at 6:24 AM
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Management here at Forest River wants to know if your service center has done this job yet and if so is it complete?

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Ashlee Olsen <ashlee@dealer-advisors.com> Tue, Aug 26, 2025 at 12:43 PM
To: "Mark A. Akins" <makins@forestriverinc.com>

No, waiting on full approval from Forest River before anything is done

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Ashlee Olsen <ashlee@dealer-advisors.com> Tue, Sep 2, 2025 at 11:04 AM
To: "Mark A. Akins" <makins@forestriverinc.com>

Hi Mark,

Can I get an update on this please?

Thank you!

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Mark A. Akins <makins@forestriverinc.com> Tue, Sep 2, 2025 at 12:23 PM
To: Ashlee Olsen <ashlee@dealer-advisors.com>

As I stated , Forestriver management has already made their mind up on how much we would good will . It will be good because we do not believe this was a manufacture defect. By all the photos you nhave sent this definatly is damage done. Here is what we will pay .

10- 12 at the most

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

Topper and t-mold – 1 hr

Body work – 6 ish, tech doesn't have to stand there and watch it dry. This is Good will helping our dealer.

I asked you if you had done the work at this point because if the customer or your dealership brings the rv here we will do it at that point here for that time . Other wise the 12 hr is what we will goods will.

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Ashlee Olsen <ashlee@dealer-advisors.com>

Tue, Sep 2, 2025 at 12:25 PM

To: Chris Balderrama <chris@dealer-advisors.com>, Heidi Huntley <heidi@dealer-advisors.com>

Hi guys! Please read the following comment & let me know how to move forward. I feel like I've exhausted all my options

Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
208.716.2887

----- Forwarded message -----

From: **Mark A. Akins** <makins@forestriverinc.com>
Date: Tue, Sep 2, 2025 at 12:24 PM
Subject: RE: claim 2391249
To: Ashlee Olsen <ashlee@dealer-advisors.com>

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