



Alix Mongiat <alix@dealer-advisors.com>

Claim 2570422 Labor Line 2

Annette Ruiz <aruiz@forestriverinc.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Thu, Feb 5, 2026 at 2:12 PM

Good afternoon,

You do realize that this damage is visible standing 6 feet away ? and these types of damages should be noted in the DAF dated 12/17/25
The photos provided in the claim do not show minor damage, that is excessive damage that is clearly visible , this claim will stay denied .



What is the purpose of the DAF process? There are 3 purposes.

1. Document **SUBSTANTIAL** external transportation damage.
 - a. What is Substantial? Item (damage) is visible from 6 feet.
 - b. What is Damage? Items are not in their original condition caused by an accident or collision, mishandling or improper usage of unit, broken components and subsequential damage, resulting from a road hazard, and/or excessive dirt.
2. Report **shortages**.
 - a. Reviewing invoice or DAF list and seeing components/parts are missing.
3. Identify and report **additional** exterior and interior damage.
 - a. Damage - caused by an accident or collision, mishandling or improper usage of unit, broken components and subsequential damage, resulting from a road hazard, excessive dirt, rubbing of loose parts or material.
 - b. This is not cosmetic or poor workmanship.

Thank you.



ANNETTE RUIZ
WARRANTY REP

Puma 420/425

aruiz@forestriverinc.com

office: (574) 642-1626

[520 Gerber St](#)
Ligonier, 46767

[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. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.