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## VIN TB526916 - Claim 2660461

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**Kelly Mosher** <[kmosher@forestriverinc.com](mailto:kmosher@forestriverinc.com)>

Tue, May 5, 2026 at 11:21 AM

To: Chris Balderrama <[chris@dealer-advisors.com](mailto:chris@dealer-advisors.com)>, Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>

Chris,

Thank you for reaching out.

I would agree with our reps. This floor cannot be replaced for one scratched tile on the linoleum. I asked Dennis and Richard (the manager at Prime Time) to help you find someone to come fix this in a timely manner to avoid an unhappy customer. We need to find a better alternative to replacing the linoleum.



**KELLY MOSHER**  
CUSTOMER SERVICE TRAINING MANAGER

VENDOR WARRANTY LIAISON

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**From:** Chris Balderrama <[chris@dealer-advisors.com](mailto:chris@dealer-advisors.com)>

**Sent:** Tuesday, May 5, 2026 11:15 AM

**To:** Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>; Kelly Mosher <[kmosher@forestriverinc.com](mailto:kmosher@forestriverinc.com)>

**Subject:** Re: VIN TB526916 - Claim 2660461

Kelly -

Can you have someone look at this again? The dealer is in northern Wisconsin - there isn't even anyone close to try color matching it and frankly that wouldn't work on this anyway.

Thanks!

Chris Balderrama

President

iClaims Services USA

[www.iclaimsservices.com](http://www.iclaimsservices.com)

1-734-368-7272

On May 2, 2026, at 2:32 AM, Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)> wrote:

Good afternoon,

We are requesting reconsideration of the pre-authorization decision regarding unit 5ZT2TRNB8TB526916.

This unit has sustained damage to the linoleum flooring as a result of a misaligned slide-out. The dealership has advised that, in order to properly correct the slide-out alignment, the slide-out must be removed. Given this, they have recommended a full flooring replacement.

The unit is currently located at Link RV in Wisconsin, and there are no available sublet repair facilities in proximity to the dealership. As a result, a localized repair is not a feasible option.

While we recognize that this is a significant repair request, we ask that this situation be considered from the customer's perspective. The unit is brand new, and requiring a repair of this nature immediately after purchase understandably raises concerns regarding quality and customer satisfaction.

For these reasons, we respectfully request reconsideration of the decision and approval to proceed with both the flooring replacement and slide-out adjustment.

Thank you for your time and consideration.

Kind regards,

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*Alix Mongiat*

Warranty Administrator

iClaims Services

[www.iclaimsservices.com](http://www.iclaimsservices.com)

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