



Stephanie Kendziorski <stephanie@dealer-advisors.com>

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**FW: 73272 FW: 2025 trailer Dawn Geyer**

1 message

**b.parrott@myersrv.com** <b.parrott@myersrv.com>  
To: Stephanie Kendziorski <stephanie@dealer-advisors.com>

Wed, May 6, 2026 at 1:00 PM

Brian Parrott

Customer Service Manager

Myers RV Center, Inc.

12024 Central Ave SE | Albuquerque, NM 87123

O. 505-298-7691 | F. 505-293-7172

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



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**From:** Duane Casteel <dcasteel@forestriverinc.com>

**Sent:** Wednesday, May 6, 2026 10:52 AM

**To:** [b.parrott@myersrv.com](mailto:b.parrott@myersrv.com); Richard Fisher <RFisher@forestriverinc.com>; Chris Fendt <cfendt@forestriverinc.com>

**Subject:** FW: 73272 FW: 2025 trailer Dawn Geyer

Just seems odd that this is the only place pulled loose, right at the door holder.

We will cover parts as goodwill and you can work with the customer on the labor.

Thanks Duane

Chris, please make the adjustments to the claim to parts only on this line item.

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**From:** [b.parrott@myersrv.com](mailto:b.parrott@myersrv.com) <b.parrott@myersrv.com>

**Sent:** Wednesday, May 6, 2026 12:43 PM

**To:** Duane Casteel <dcasteel@forestriverinc.com>

**Subject:** RE: 73272 FW: 2025 trailer Dawn Geyer

Duane,

I did attach more pics. We pushed the panel back in and it still is pushed out. It has also separated from the corner molding.

I don't know if this will change the overall decision.

Brian Parrott

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**From:** Duane Casteel <[dcasteel@forestriverinc.com](mailto:dcasteel@forestriverinc.com)>

**Sent:** Wednesday, May 6, 2026 10:19 AM

**To:** Richard Fisher <[RFisher@forestriverinc.com](mailto:RFisher@forestriverinc.com)>; Stephanie Kendziorski <[stephanie@dealer-advisors.com](mailto:stephanie@dealer-advisors.com)>; Brian Parrott <[b.parrott@myersrv.com](mailto:b.parrott@myersrv.com)>

**Subject:** RE: 73272 FW: 2025 trailer Dawn Geyer

Our impression from this pictures is as follows.

Someone pulled the compartment door to close it and did not release the hold back connector, thus pulled the metal out, thus pulling it away from the studs and caused this damage when trying to put it back into place.

Please supply any additional information if we are missing something.

Thanks Duane



**DUANE CASTEEL**  
DIRECTOR OF CUSTOMER SERVICE  
PRIME TIME RV. AND CARDINAL/WILDCAT

[dcasteel@forestriverinc.com](mailto:dcasteel@forestriverinc.com)  
office: (574) 862-2255

66149 State Road 19  
Wakarusa, IN 46573



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**From:** Richard Fisher <[RFisher@forestriverinc.com](mailto:RFisher@forestriverinc.com)>

**Sent:** Wednesday, May 6, 2026 12:05 PM

**To:** Stephanie Kendziorski <[stephanie@dealer-advisors.com](mailto:stephanie@dealer-advisors.com)>; Brian Parrott <[b.parrott@myersrv.com](mailto:b.parrott@myersrv.com)>; Duane Casteel <[dcasteel@forestriverinc.com](mailto:dcasteel@forestriverinc.com)>

**Subject:** RE: 73272 FW: 2025 trailer Dawn Geyer

Hello Stephanie,

I am adding Duane Casteel on this email, we reviewed this claim and it appears to be damaged.

**Thank You,**

*Richard Fisher,*



**RICHARD FISHER**  
WARRANTY & CLAIMS PROCESSING  
MANAGER

RFisher@forestriverinc.com  
office: (574) 862-4628

200 State Road 19 N, Bldg 2  
Wakarusa, IN 46573



**Click Link Below For warranty Map:**

[New Map 04-02-26.png](#)

**Click Link Below For Parts Map:**

[Parts Map.jpg](#)

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**From:** Stephanie Kendziorski <[stephanie@dealer-advisors.com](mailto:stephanie@dealer-advisors.com)>  
**Sent:** Wednesday, May 6, 2026 11:47 AM  
**To:** Richard Fisher <[RFisher@forestriverinc.com](mailto:RFisher@forestriverinc.com)>; Brian Parrott <[b.parrott@myersrv.com](mailto:b.parrott@myersrv.com)>  
**Subject:** Fwd: 73272 FW: 2025 trailer Dawn Geyer

Good morning, Richard

We have a unit here for Ms. Geyer (claim 2659034, work order 73272) where the driver side front panel, towards the front is pulling away from the unit. It was denied, stating that it is damage. We tried again to get it approved with a note that the metal panels are loose from the studs, since they are loose they bow out in transit. Our suspicion is that the insulation probably pushed the panels out causing the staples to come loose. After we sent those notes over to Chris, it was reviewed, and was again determined to be damage, this time, essentially from improper door usage.

The customer is not happy with this determination. Is there anything we can do to help this customer out. Please see her email below that she sent to Brian.

I am attaching the email I sent Chris as well.

Please let me know if you need anything else to consider this. If this is not able to be covered for her, we would respectfully request that someone from Forest River/Primetime reach out to her to further explain why this would not be covered. Her phone number is included in the email she sent.

Thank you!

Stephanie Kendziorski

**From:** Dawn <[ajcancun@yahoo.com](mailto:ajcancun@yahoo.com)>  
**Date:** May 5, 2026 at 7:04:33 PM MDT  
**To:** Dawn <[ajcancun@yahoo.com](mailto:ajcancun@yahoo.com)>  
**Subject:** 2025 trailer

Hello

April 24, 2025 I was traveling to the lake which is 150 miles away. About an hour into our travels we notice (in the mirror) the drivers front side of the trailer bulging out. We pulled over to examine the bulge and the bottom panel below the cabinet clip came out over the above panel. We could not get it back. We to drive 50-55 MPS to get it to the lake. I was afraid of the whole panel coming off the way it bulged out. The next morning I called Meyers RV and they said to bring it back home ASAP to get it looked at. All door and cabinet's were shut and locked before we left to and from the lake. We always do a walk around before moving the trailer. This was only the third time the trailer had been on the freeway. I bought this trailer to be able to enjoy camping. To me I spent a lot of money on this unit and it shouldn't fall apart.

Thank you  
Dawn Geyer  
505-379-4622  
Sent from my

Stephanie Kendzioriski  
Administrative Director  
989.415.3834  
iClaims Services  
[www.iclaimsservices.com](http://www.iclaimsservices.com)

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**6 attachments**



**WO\_73272\_2026.05.06\_10.37.11.jpg**  
138K



**WO\_73272\_2026.05.06\_10.36.27.jpg**  
193K



**WO\_73272\_2026.05.06\_10.36.16(1).jpg**  
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