
RE: <EXTERNAL> Fwd: J01493154-002

1 message

Transport_Damage@jayco.com <Transport_Damage@jayco.com>
To: Stephanie Kendziorski <stephanie@dealer-advisors.com>, "Transport_Damage@jayco.com" <Transport_Damage@jayco.com>

Fri, Jan 16, 2026 at 1:44 PM

Thank you! I will review with the carrier and be back with you.

Ashton Murphy

Transportation Damage Coordinator

Phone: 574.825.5861

E-Mail: ashton_murphy@jayco.com

903 S. Main St., Middlebury, IN 46540

Jayco | Entegra Coach | Open Range RV

Heartland RV | Starcraft RV

.


Connect with us on [LinkedIn](#) [Click Here](#)

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Friday, January 16, 2026 1:10 PM
To: Transport_Damage@jayco.com <Transport_Damage@jayco.com>
Subject: Re: <EXTERNAL> Fwd: J01493154-002

WARNING - Externally Sent Email - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

Hello,

Here are the photos.

 Virus-free. www.avast.comOn Fri, Jan 16, 2026 at 1:08 PM Transport_Damage@jayco.com <Transport_Damage@jayco.com> wrote:

Hi Stephanie,

It appears the warranty team has denied this as it wasn't noted on the DAF, I do however see it noted on the TDI. For future reference, these are 2 separate documents that serve different purposes. Any sort of damage (most commonly on the exterior of the unit) that appears to have been the fault of the driver is to be noted on the TDI, quality and component issues needs to be documented on the DAF and submitted to our warranty team. This issue appears to be a transportation damage issue, rather than warranty anyways so fortunately it was noted on the correct document. I can review it with the carrier to open a claim, but I will first need pictures of the damages you noted. Please send those over asap to begin the claim process.

Thank you,

Ashton Murphy

Transportation Damage Coordinator

Phone: 574.825.5861

E-Mail: ashton_murphy@jayco.com

903 S. Main St., Middlebury, IN 46540

Jayco | Entegra Coach | Open Range RV

Heartland RV | Starcraft RV



Connect with us on [LinkedIn](#) [Click Here](#)

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Friday, January 16, 2026 8:58 AM
To: Transport_Damage@jayco.com <Transport_Damage@jayco.com>
Subject: <EXTERNAL> Fwd: J01493154-002

WARNING - Externally Sent Email - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

Please see email below. This line was denied for not being noted on the DAF, but it is noted. I have attached a copy for you.

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

From: **Stephanie Kendziorski** <stephanie@dealer-advisors.com>
Date: Wed, Jan 14, 2026 at 11:31 AM
Subject: J01493154-002
To: Preauthorizations@jayco.com <preauthorizations@jayco.com>

Hello,

This line was denied, but I am not entirely seeing why? I know you stated that it was not noted on the DAF, but it absolutely is noted on the DAF. I have attached a copy for you, it's page 2.

Please review.

Thank you,

--

Stephanie Kendziorski
Administrative Director
989.415.3834
iClaims Services
www.iclaimsservices.com

 Virus-free. www.avast.com

--

Stephanie Kendziorski
Administrative Director
989.415.3834
iClaims Services
www.iclaimsservices.com

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.

--

Stephanie Kendziorski
Administrative Director
989.415.3834
iClaims Services
www.iclaimsservices.com

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.