



Alix Mongiat &lt;alix@dealer-advisors.com&gt;

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**Claim - 2430950**

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**Becky Aessa** <Baessa@forestriverinc.com>  
To: Alix Mongiat <alix@dealer-advisors.com>

Wed, Feb 4, 2026 at 6:35 AM

Good morning, Alix

Thank you for the information. I will approve the extra time as requested.

Take care,



**BECKY AESSA**  
PUMA 420/425

574-642-3474

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**From:** Alix Mongiat <alix@dealer-advisors.com>

**Sent:** Tuesday, February 3, 2026 1:18 PM

**To:** Becky Aessa <Baessa@forestriverinc.com>

**Subject:** Claim - 2430950

Good afternoon Becky,

I spoke with Chris Balderrama and he instructed me to email you the details of this claim and what Greeneway is asking for for Labor Line 1.

Complaint: Customer states that there is a leak under the main sink, either the line going in or the drain. Customer noticed a large amount of water sagging the underbelly. (Advising to make a small hole in the underbelly fabric and Joe to seal up with underbelly tape when repair takes place).

Cause: Lowered underbelly, drained water and found that there was water draining down the side of the grey tank 2 which is the kitchen sink. Went inside and found that the three-way t from the hot supply line was broken.

Correction: Underbelly is dry now, will need a three way t for hot water supply line for now it is capped off so they can use the kitchen sink.

We originally requested 2.5 hours, which didn't include diagnostic time as there was a little miscommunication at the dealership as to what should have been requested. The dealership is asking for 1.7 hours of diagnostic time and 2.5 hours for labor, 4.2 hours total.

During diagnostics the technician had to drop the underbelly to release the water that had leaked into it, he diagnosed that it was the three-way T from the hotside supply line that was leaking and then he capped that off and put the underbelly back up.

That is when we entered the PA to get approval for the repair to replace the three-way T.

This job was not as straightforward as it could have been if it were in the shop due to the unit being permanently parked. The work was done at the campsite in the dirt. It was difficult to maneuver between the deck and plumbing to gain access to drop the underbelly to drain and dry out. The LP line also needed to be dropped to drop the underbelly. Putting the underbelly back up required additional time to wrestle into place and look respectable as the water had slightly stretched the underbelly material. A judgement call was made to spend a bit of extra time to reuse the existing underbelly vs the labor and materials to replace it.

The dealership is not asking for the service call to be covered, they are asking for the appropriate amount of time considering the job that was done plus the diagnostics.

Please let me know if you need any further information.

Thank you,

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***Alix Mongiat***

Warranty Administrator

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