
RE: <EXTERNAL> Fwd: J01493154-002

1 message

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

Thu, Mar 5, 2026 at 3:59 PM

Hi Stephanie,

So sorry for the delay. We were finally able to get this estimate approved. Please proceed with repairs and provide your final invoice when the work on this unit T7V53121 is completed.

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

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From: Transport_Damage@jayco.com <Transport_Damage@jayco.com>

Sent: Tuesday, March 3, 2026 9:18 AM

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

Subject: RE: <EXTERNAL> Fwd: J01493154-002

Good morning,

We are still working through this with the carrier. Hoping to have an update either way by the end of the day today!

Ashton Murphy

Transportation Damage Coordinator

Phone: 574.825.5861

E-Mail: ashton_murphy@jayco.com

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From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Monday, March 2, 2026 11:06 AM
To: Transport_Damage@jayco.com <Transport_Damage@jayco.com>
Subject: Re: <EXTERNAL> Fwd: J01493154-002

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Thank you. Do you know how much longer it will take to get an answer on this? It's been being reviewed since the 19th of February.

On Thu, Feb 26, 2026 at 4:23 PM Transport_Damage@jayco.com <Transport_Damage@jayco.com> wrote:

Thank you for reaching out, Stephanie! I will review with our carrier once again to see what we can find out and be back with you asap.

Thank you,

Ashton Murphy

Transportation Damage Coordinator

Phone: 574.825.5861

E-Mail: ashton_murphy@jayco.com

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From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Thursday, February 26, 2026 12:01 PM
To: Transport_Damage@jayco.com <Transport_Damage@jayco.com>
Subject: Re: <EXTERNAL> Fwd: J01493154-002

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Hi Ashton,

I wanted to touch base with you on this claim. In the portal, there was some feedback yesterday indicating that Jayco thinks this is a manufacturing issue/install error. We have the TID and the driver signed it acknowledging the transport damage. The driver hit the LP line, causing the fitting to break and leaving a dent in the cap.

I'm not sure this falls into the "standard" claim type that it was changed to in the portal. For reference, this is claim J01496429-001 in the portal.

Please advise.

Thank you.

On Wed, Jan 21, 2026 at 5:05 PM Stephanie Kendziorski <stephanie@dealer-advisors.com> wrote:

Hi Ashton!

We are working on finding out the pricing for the parts and any shop supplies. I have a new claim in the portal for this transportation damage - do you just want me to upload it there or do you want me to send it to you?

 Virus-free. www.avast.com

On Wed, Jan 21, 2026 at 9:04 AM Transport [_Damage@jayco.com](mailto:Transport_Damage@jayco.com) <Transport_Damage@jayco.com> wrote:

Good morning,

Please provide a repair estimate for this including parts, labor, & shop supply.

Thank you,

Ashton Murphy

Transportation Damage Coordinator

Phone: 574.825.5861

E-Mail: ashton_murphy@jayco.com

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From: Transport [_Damage@jayco.com](mailto:Transport_Damage@jayco.com) <Transport_Damage@jayco.com>

Sent: Friday, January 16, 2026 1:45 PM

To: Stephanie Kendziorski <stephanie@dealer-advisors.com>; Transport [_Damage@jayco.com](mailto:Transport_Damage@jayco.com) <Transport_Damage@jayco.com>

Subject: RE: <EXTERNAL> Fwd: J01493154-002

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

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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

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Hello,

Here are the photos.

 Virus-free www.avast.com

On 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

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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

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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,

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



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Stephanie Kendziorski
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