
Generator

3 messages

Ashlee Olsen <ashlee@dealer-advisors.com>
To: jakes@npsrvpower.com

Mon, Mar 9, 2026 at 3:04 PM

Good afternoon,

We are seeking authorization to replace the generator in a Forest River Rogue 341GS model.

I have attached requested information here, but if you need anything further, please let me know.

Thank you,

Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
208.716.2887

6 attachments



line 2 (3.jpg
130K




LINE 2 REQUESTED INFO.jpg
396K



LINE 2 REQUESTED INFO (2.jpg
609K

 **LINE 2 (2).3gp**
473K

 **LINE 2.3gp**
914K

 **WO.pdf**
384K

Ashlee Olsen <ashlee@dealer-advisors.com>
To: jakes@npsrvpower.com

Wed, Mar 11, 2026 at 9:27 AM

Good morning,

Can I get an update on this please?

Thank you,
Ashlee

[Quoted text hidden]

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[Quoted text hidden]

Jacob Sanger <jakes@npsrvpower.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Fri, Mar 13, 2026 at 8:16 AM

Hello Ashlee,

This looks like it is a situation of a dirty carb and does not require replacing the entire generator. We approve 1 hour for a carb clean. Please have your tech take the carb apart and send a picture back to us for verification. These carbs are designed to be cleaned, so if there is any corrosion it can be cleaned off. Please reference the carb diagram below and make sure parts 5-9 are on display in the picture.

[Quoted text hidden]

[Quoted text hidden]

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All the best,

Jake Sanger
Operations Manager
N.P.S. Company, LLC

Western HQ: 5252 W Industrial Drive Unit 2, Hurricane, UT, 84737

Eastern HQ: 1827 County Road 6, Elkhart, IN, 46514

Toll Free: (866) 407-1727

www.npsrvpower.com

NPS

NEXT-GEN POWER SYSTEMS

Zoom In



WARRANTY LABOR RATES

NPS offers matching labor rates to all Approved Repair Facilities of their Company posted Work-in-Retail rates to ensure the highest level of service to our Retail Customers.

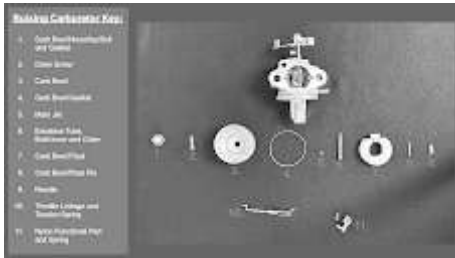
Prior to diagnosing, please reach out to our team at 1-866-407-1727. This will also allow our team to help ensure you get the correct part, in a timely manner, to get our mutual customer back up and running ASAP.

Prior to any verbal or written commitment by NPS, all Repair facilities seeking Labor reimbursement must disclose posted labor rates to npsclaims@npsrpower.com or by calling 1-866-407-1727.

If any additional time is needed for the diagnosis or repair, it is required to reach out to our team at npsclaims@npsrpower.com or 1-866-407-1727 for approval before the extra time will be granted.

LABOR TIMES

	Diag	Repair
Fuel Pump Replacement	.25 hr	.5 hr
Edelbrock Fuel Pump and Check Valve	.25 hr	1 hr
Control Module Replacement	.25 hr	.25 hr
Carburetor Replacement	.25 hr	.5 hr
Muffler Replacement	.25 hr	.75 hr
Pull Start Assembly Replacement	.25 hr	.5 hr
Oil Isolator Replacement	.5 hr	.25 hr
Oil Alert Upgrade	.25 hr	.25 hr
Breaker Swap	.25 hr	.25 hr
Inverter Replacement	.5 hr	.5 hr
Exhaust Kit Replacement	.25 hr	.25 hr
Generator Uninstall/Install	-	2 hr



Ruixing Carburetor Parts Key.png
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