
Generator

2 messages

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

Wed, Mar 11, 2026 at 9:31 AM

Good morning,

We are seeking preauthorization to replace the generator in a Forest River Rogue 341GS model. I have attached the information here, but if you need anything further, please let me know.

Thank you,
Ashlee

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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

Miles Gilmore <milesg@npsrvpower.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Mar 11, 2026 at 3:09 PM

Hi Ashlee,

This looks like the unit had a carburetor that was blocked, preventing fuel from getting through. It also looks like they were trying to run it for a long time letting all the fuel seep throughout the generator. Here is where we can start:

First can you send me a video of the fuel leaking out from the air box with the air filter and air box lid removed? I would like to see exactly where the fuel is coming out of. At first look, it seems like we will need to clean the carburetor, take the spark plug out and clean it, and drain and refill the oil. Please provide the video and a way to contact the technician so we can resolve this.

Thanks,

Miles Gilmore
Customer Relations Specialist
N.P.S. Company, LLC

Western HQ: 5252 W Industrial Drive Unit 3 Hurricane, UT 84737

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

Cell: (435) 819-8155

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