



Ashlee Olsen <ashlee@dealer-advisors.com>

C#2418492

17 messages

Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Oct 9, 2025 at 2:07 PM

To: jwylie@forestriverinc.com, James Cheshier <jcheshier@forestriverinc.com>

Cc: Ben Hoffman <bhoffman@americanrvcenter.com>

Good afternoon,

I am hoping you can look into C#2418492. On job 2, we were denied the paneling and freight. Per your comment, "authorized an adequate amount of time to straighten the wall", we thought we were in the clear to order the paneling. The comment on the panel denial was, "time auth'd as to adjust and repair the wall", but I am not seeing where in the comments during the PA stage, that was made clear.

Please look into this and let me know how we can go about getting this approved.

Thank you,

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

Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Oct 22, 2025 at 3:22 PM

To: kcarter@forestriverinc.com

Good afternoon,

Can you please take a look and this and please let me know how we can go about getting the panel and shipping covered? I sent this to two other Forest River employees who were on that claim, and never got a response out of them.

Thank you for your help,
Ashlee

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Knitta R. Carter <kcarter@forestriverinc.com>

Thu, Oct 23, 2025 at 5:20 AM

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

Good morning Ashlee

Per Jim Wylie's notes dealer was authorized to straighten wall, not replace.

Thank you

Sincerely,



KNITTA CARTER
PRE- AUTHORIZATION
REPRESENTATIVE

Plant 17D/95A Topeka, Plant 99 Butler ,
Plant 64 Oregon

kcarter@forestriverinc.com

Plant 74P Parts & Service
Lagrange, IN 46761

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: "Knitta R. Carter" <kcarter@forestriverinc.com>

Thu, Oct 23, 2025 at 11:28 AM

Yes, we noticed that feedback. How do you straighten a wall without replacing it?

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: jwylie@forestriverinc.com, James Cheshier <jcheshier@forestriverinc.com>, "Knitta R. Carter" <kcarter@forestriverinc.com>
Cc: Ben Hoffman <bhoffman@americanrvcenter.com>, Chris Balderrama <chris@dealer-advisors.com>

Thu, Oct 23, 2025 at 12:02 PM

Good afternoon,

Please see attached letter regarding C#2418492/ WO77651.

Thank you,
Ashlee Olsen
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 **State law letter.pdf**
222K

Knitta R. Carter <kcarter@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>, James Wylie <jwylie@forestriverinc.com>, James Cheshier <jcheshier@forestriverinc.com>, Bridgett Coe <BCoe@forestriverinc.com>, Ron Levitz <RLevitz@forestriverinc.com>
Cc: Ben Hoffman <bhoffman@americanrvcenter.com>, Chris Balderrama <chris@dealer-advisors.com>

Thu, Oct 23, 2025 at 1:24 PM

Good afternoon, Ashlee,

Per the authorization noted on the claim line, the dealer was approved to straighten the wall—not to replace it. As a result, the paneling portion of the claim was denied, as it falls outside the scope of the authorized repair.

Thank you

Sincerely,



KNITTA CARTER
PRE-AUTHORIZATION
REPRESENTATIVE

Plant 17D/95A Topeka, Plant 99 Butler ,
Plant 64 Oregon

kcarter@forestriverinc.com

Plant 74P Parts & Service
Lagrange, IN 46761

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Knitta R. Carter <kcarter@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Oct 23, 2025 at 1:27 PM

Please contact James Wylie for further information thank you

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: "Knitta R. Carter" <kcarter@forestriverinc.com>
Cc: James Wylie <jwylie@forestriverinc.com>, James Cheshier <jcheshier@forestriverinc.com>, Bridgett Coe <BCoe@forestriverinc.com>, Ron Levitz <RLevitz@forestriverinc.com>, Ben Hoffman <bhoffman@americanrvcenter.com>, Chris Balderrama <chris@dealer-advisors.com>

Thu, Oct 23, 2025 at 1:29 PM

I did contact him, and no response was given after over a week of waiting. He's also on this email thread.

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

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Knitta R. Carter <kcarter@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, Oct 27, 2025 at 7:48 AM

Good morning Ashlee

Not sure if the warranty department has contacted you, I resent a message this morning to Jim.

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: "Knitta R. Carter" <kcarter@forestriverinc.com>

Mon, Oct 27, 2025 at 9:04 AM

Thank you, I have not heard anything from anyone there yet.

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Knitta R. Carter <kcarter@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, Oct 27, 2025 at 9:19 AM

Good morning Ashlee

Please loosen the wall panel and resecure back. This is what was meant to been said.

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: "Knitta R. Carter" <kcarter@forestriverinc.com>

Mon, Oct 27, 2025 at 9:35 AM

Good morning,

The work is already completed with the wall replacement. We thought we had the go ahead to replace the wall.

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: "Knitta R. Carter" <kcarter@forestriverinc.com>

Wed, Oct 29, 2025 at 9:28 AM

Good morning,

Can you please forward this email thread onto someone on your management team and have them get in touch with me? I have not heard back from anyone other than you regarding this matter.

Thank you!

Ashlee

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James Wylie <jwylie@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>
Cc: "Knitta R. Carter" <kcarter@forestriverinc.com>

Wed, Oct 29, 2025 at 12:28 PM

Since you have already acknowledged this claim and submitted it for payment and it has been paid... Any conversation about this claim is after the fact. The tech was authorized to move the wall not replace. If they need assistance or training on proper repair procedures. There are several resources including them being able to come to our service facility for training.



JAMES WYLIE
WARRANTY REPRESENTATIVE

jwylie@forestriverinc.com
office: (260) 499-2100

Cherokee Division

Arctic Wolf Alpha Wolf

&

Campsite

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: James Wylie <jwylie@forestriverinc.com>
Cc: "Knitta R. Carter" <kcarter@forestriverinc.com>

Wed, Oct 29, 2025 at 1:05 PM

Respectfully, I don't think this conversation is after the fact. The issue came into play when the part and freight was denied. The authorization, per your comment on the claim, was to "straighten the wall". Again, I ask how does one straighten a wall that was cut too short at the factory, without replacing it? We don't need additional training resources, we need clear instructions during authorizations. No where in the authorization does it say we don't have approval to replace the wall.

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James Wylie <jwylie@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>
Cc: "Knitta R. Carter" <kcarter@forestriverinc.com>

Wed, Oct 29, 2025 at 1:13 PM

Dealer has requested more time than needed. authorized an adequate amount of time to **straighten the wall**

This matter is closed



JAMES WYLIE
WARRANTY REPRESENTATIVE

jwylie@forestriverinc.com
office: (260) 499-2100

Cherokee Division

Arctic Wolf Alpha Wolf

&

Campsite

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Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Oct 29, 2025 at 4:40 PM

To: Chris Balderrama <chris@dealer-advisors.com>

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