
From: James Cheshier <jcheshier@forestriverinc.com>
Sent: Wednesday, February 4, 2026 10:27 AM
To: Ben Hoffman
Cc: Bridgett Coe
Subject: RE: Shop supplies

It doesn't matter what the job is. Shop supply allowance is 5% of the approved labor per our policy.

Thanks and have a great rest of your day



JAMES CHESHIER
CLAIMS PROCESSOR
jcheshier@forestriverinc.com
office: (260) 499-2100



From: Ben Hoffman <bhoffman@americanrvcenter.com>
Sent: Wednesday, February 4, 2026 11:52 AM
To: James Cheshier <jcheshier@forestriverinc.com>
Subject: Re: Shop supplies

What about a
window 1hr labor
Doors 1hr labor

Where does the line get drawn

We replaced 2 speakers

BEN HOFFMAN
WARRANTY/SERVICE
AMERICAN RV CENTER
600 EAST BASELINE RD
EVANSVILLE, IN 47725
PH. 812-867-5200 EXT 263
FAX. 812-868-1012
EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

****Our phone system does not activate until 9 A.M. Central ****

From: James Cheshier <jcheshier@forestriverinc.com>
Sent: Wednesday, February 4, 2026 10:39 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: FW: Shop supplies

Attached is the list of shop supplies according to the "Forest River Way".

Per the policy a dealer is allowed 5% of the approved labor total, up to \$25.00.

Example: if the speaker is being replaced and you are authorized \$38.00 of labor, then you are allowed to claim \$1.90 worth of sealant.

If you have any further questions, please feel free to ask.

Thank you



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From: Ben Hoffman <bhoffman@americanrvcenter.com>
Sent: Wednesday, February 4, 2026 11:23 AM
To: Bridgett Coe <BCoe@forestriverinc.com>
Subject: Re: Shop supplies

So just to make sure replacing 2 speakers on the outside are touch ups

Just trying to find out where I stand on amount

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****Our phone system does not activate until 9 A.M. Central ****

From: Bridgett Coe <BCoe@forestriverinc.com>
Sent: Wednesday, February 4, 2026 10:12 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: FW: Shop supplies



This is also information our processors have been provided with from corporate as well that is similar to reference of the Forest River Way guideline



BRIDGETT COE
CHEROKEE WARRANTY CLAIM PROCESSOR & PRE
AUTH
BCoe@forestriverinc.com
office: (260) 499-2100
Plant 74P Parts & Service
Lagrange, IN 46761

From: Bridgett Coe
Sent: Wednesday, February 4, 2026 11:11 AM
To: 'BHOFFMAN@AMERICANRVCENTER.COM' <BHOFFMAN@AMERICANRVCENTER.COM>
Subject: Shop supplies

Ben,

It was a pleasure talking with you on the phone. I am sorry for your frustration. Here is the list we have been provided and we go off of. I understand these supplies are “parts” to your dealership, however, we in processing look how it is use in the repair.

Hope you have a wonderful day.



BRIDGETT COE
CHEROKEE WARRANTY CLAIM PROCESSOR & PRE
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