
10365928 / 10365929

15 messages

Ben Hoffman <bhoffman@americanrvcenter.com>
To: Claim Payments <claimpayments@dometic.com>

Mon, Jan 12, 2026 at 2:36 PM

Cc: Ashlee Olsen <ashlee@dealer-advisors.com>, "stephanie@dealer-advisors.com" <stephanie@dealer-advisors.com>

Labor rate \$185

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 **

**MX-C301W_20260112_170336.pdf**
743K

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: Claim Payments <claimpayments@dometic.com>

Thu, Feb 12, 2026 at 11:58 AM

Good afternoon,

Can you please tell me why we were not paid the 30% parts markup on 10118021? As of July 2025, the new state law says dealers are to be paid 30% markup on parts, including parts sent at no charge.

Thank you,
Ashlee Olsen
[Quoted text hidden]

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

Bianca Orue <bianca.orue@dometic.com>
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Thu, Feb 12, 2026 at 1:13 PM

Good afternoon,

Can you provide the state statute stating this? Our legal department will have to review.

Thanks,

Bianca

Bianca Orue

Claim Payments Customer Experience Expert I

bianca.orue@Dometic.com

5155 Verdant Drive, 46516, Elkhart, IN, United States

dometic.com



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From: Claim Payments <claimpayments@dometic.com>

Sent: Thursday, February 12, 2026 2:10 PM

To: Bianca Orue <bianca.orue@Dometic.com>

Subject: Fw: 10365928 / 10365929

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

Sent: Thursday, February 12, 2026 1:58 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Cc: Claim Payments <claimpayments@dometic.com>

Subject: Re: 10365928 / 10365929

You don't often get email from ashlee@dealer-advisors.com. Learn why this is important

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[Quoted text hidden]

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: Bianca Orue <bianca.orue@dometic.com>

Thu, Feb 12, 2026 at 1:27 PM

Hi Bianca,

We are in Indiana. Also, I noticed the labor for job 1 was not paid as well.

[Quoted text hidden]

Bianca Orue <bianca.orue@dometic.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Tue, Feb 17, 2026 at 10:42 AM

You will need to provide the statute so we can pass it on for review.

SE 10365928 was paid.

SE 10365929 is still open pending a work order for the labor.

Thanks,

Bianca

Bianca Orue
Claim Payments Customer Experience Expert I

bianca.orue@Dometic.com

5155 Verdant Drive, 46516, Elkhart, IN, United States

dometic.com

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

Sent: Thursday, February 12, 2026 3:28 PM

To: Bianca Orue <bianca.orue@dometic.com>

Subject: Re: 10365928 / 10365929

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Hi Bianca,

We are in Indiana. Also, I noticed the labor for job 1 was not paid as well.

On Thu, Feb 12, 2026 at 1:13 PM Bianca Orue <bianca.orue@dometic.com> wrote:

Good afternoon,

Can you provide the state statute stating this? Our legal department will have to review.

Thanks,

Bianca

Bianca Orue

Claim Payments Customer Experience Expert I

bianca.orue@Dometic.com

5155 Verdant Drive, 46516, Elkhart, IN, United States

dometic.com

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[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Bianca Orue <bianca.orue@dometic.com>

Tue, Feb 17, 2026 at 11:44 AM

Good afternoon Bianca,

Here's the requested Indian State Law information. Please let me know if you need anything further.

Thank you,
Ashlee

[Quoted text hidden]

 **SB0484 - Indiana State RV Law.pdf**
365K

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Ben Hoffman <bhoffman@americanrvcenter.com>

Tue, Feb 17, 2026 at 11:47 AM

Hey Ben!

I'm still working on this Dometic one, can you tell me if you've sent the WO over to them for 10365929? And just so I'm correct in all of this 10365928 is the one missing the 30% markup? Sorry, this gets confusing when I don't have all the case numbers.

Thanks!
Ashlee

[Quoted text hidden]

Ben Hoffman <bhoffman@americanrvcenter.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Tue, Feb 17, 2026 at 12:45 PM

Both claims are on 1 ticket

Because we cant talk to someone in the a/c and furnace at the same time but it was the same ticket

Job 1 is furnace
Job 3 is the ADB

BEN HOFFMAN
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FAX. 812-868-1012
EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

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

From: Ben Hoffman

Sent: Monday, January 12, 2026 3:36 PM

To: Claim Payments <claimpayments@dometic.com>

Cc: Ashlee Olsen <ashlee@dealer-advisors.com>; stephanie@dealer-advisors.com <stephanie@dealer-advisors.com>

Subject: 10365928 / 10365929

[Quoted text hidden]

 **MX-C301W_20260112_170336.pdf**
743K

Ben Hoffman <bhoffman@americanrvcenter.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Tue, Feb 17, 2026 at 12:46 PM

I just sent you an email on both of those case numbers

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: Ashlee Olsen <ashlee@dealer-advisors.com>
Sent: Tuesday, February 17, 2026 12:47 PM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: Fwd: 10365928 / 10365929

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Bianca Orue <bianca.orue@dometic.com>

Tue, Feb 17, 2026 at 12:52 PM

Bianca,

The work order provided has both jobs.

Thank you,
Ashlee

[Quoted text hidden]

Bianca Orue <bianca.orue@dometic.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Feb 18, 2026 at 12:38 PM

Ah, I see. Sorry about that. I'll approve for payment.

Bianca Orue
Claim Payments Customer Experience Expert I

bianca.orue@Dometic.com

5155 Verdant Drive, 46516, Elkhart, IN, United States

dometic.com



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

Sent: Tuesday, February 17, 2026 2:52 PM

To: Bianca Orue <bianca.orue@dometic.com>

Subject: Re: 10365928 / 10365929

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Thank you,

Ashlee

On Tue, Feb 17, 2026 at 10:42 AM Bianca Orue <bianca.orue@dometic.com> wrote:

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Bianca

Bianca Orue
Claim Payments Customer Experience Expert I

bianca.orue@Dometic.com

5155 Verdant Drive, 46516, Elkhart, IN, United States

dometic.com



[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Bianca Orue <bianca.orue@dometic.com>

Wed, Feb 18, 2026 at 12:41 PM

Thank you. Please let me know how we can go about getting the 30% parts markup paid as well.

[Quoted text hidden]

Bianca Orue <bianca.orue@dometic.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Feb 19, 2026 at 6:31 AM

Thank you. I will forward for review.

Bianca Orue
Claim Payments Customer Experience Expert I

bianca.orue@Dometic.com

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

Sent: Tuesday, February 17, 2026 1:45 PM

To: Bianca Orue <bianca.orue@dometic.com>

Subject: Re: 10365928 / 10365929

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Thank you,

Ashlee

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Thanks,

Bianca

Bianca Orue
Claim Payments Customer Experience Expert I

bianca.orue@Dometic.com

5155 Verdant Drive, 46516, Elkhart, IN, United States

dometic.com



[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Bianca Orue <bianca.orue@dometic.com>

Tue, Feb 24, 2026 at 9:59 AM

Good morning Bianca,

Can I get an update on this please?

Thank you,
Ashlee

[Quoted text hidden]

Bianca Orue <bianca.orue@dometic.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Feb 26, 2026 at 10:08 AM

I sent another request for them to review since I haven't received an update yet.

Bianca Orue
Claim Payments Customer Experience Expert I

bianca.orue@Dometic.com

5155 Verdant Drive, 46516, Elkhart, IN, United States

dometic.com



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From: Ashlee Olsen <ashlee@dealer-advisors.com>
Sent: Tuesday, February 24, 2026 12:00 PM
To: Bianca Orue <bianca.orue@dometic.com>
Subject: Re: 10365928 / 10365929

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Good morning Bianca,

Can I get an update on this please?

Thank you,

Ashlee

On Thu, Feb 19, 2026 at 6:31 AM Bianca Orue <bianca.orue@dometic.com> wrote:

Thank you. I will forward for review.

Bianca Orue
Claim Payments Customer Experience Expert I

bianca.orue@Dometic.com

5155 Verdant Drive, 46516, Elkhart, IN, United States

dometic.com

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[Quoted text hidden]