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**C3885860**

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**Miranda Blackburn** <blaci@keystonerv.com>  
To: Alix Mongiat <alix@dealer-advisors.com>

Wed, Dec 3, 2025 at 8:49 AM

Good morning,

I hope this email finds you well. If the repair for the toilet was completed in September of 2024 it means the repair lasted a year which is considered a lasting repair. This time the toilet was submitted in November of 2025 (which is more than 1 year) and it's well outside of their warranty expiration date of 5/2/2025.

I will approve for the toilet for part only as a goodwill gesture (non-warranty)

Thank you.

**MIRANDA BLACKBURN**

CUSTOMER CARE SPECIALIST

KEYSTONE CUSTOMER SERVICE

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