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**2607504**

6 messages

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**Ashlee Olsen** <ashlee@dealer-advisors.com>

Mon, Apr 6, 2026 at 12:50 PM

To: aruiz@forestriverinc.com, Alix Mongiat <alix@dealer-advisors.com>

Good afternoon,


I am attaching the requested info here for 2607504, it's too big of an attachment to add to the site.

Please let me know if you have any further questions,

Thank you,

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

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664K

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**Annette Ruiz** <aruiz@forestriverinc.com>

Mon, Apr 6, 2026 at 12:53 PM

To: Ashlee Olsen <ashlee@dealer-advisors.com>, Gretchen Gonzalez <ggonzalez@forestriverinc.com>

Cc: Alix Mongiat <alix@dealer-advisors.com>

Hello,

I have forwarded this to Gretchen who is handling this claim to advise

Thank you.



**ANNETTE RUIZ**  
WARRANTY REP

Puma 420/425

aruiz@forestriverinc.com

office: (574) 642-1626


520 Gerber St  
Ligonier, 46767

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This message contains confidential information and is intended only for the individual named. If you are not the named

addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

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**Gretchen Gonzalez** <ggonzalez@forestriverinc.com>

Mon, Apr 6, 2026 at 1:03 PM

To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>, Alix Mongiat <alix@dealer-advisors.com>

Cc: Annette Ruiz <aruiz@forestriverinc.com>

Hello,

There is only audio, no video please resend in a different format along with the requested photos of bent frame-work.

Please provide cross-measurements of the opening.

Thank You.



GRETCHEN GONZALEZ

WARRANTY REP

Puma 420/425


ggonzalez@forestriverinc.com

office: (574) 642-0588

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**Ashlee Olsen** <ashlee@dealer-advisors.com>

Mon, Apr 6, 2026 at 1:37 PM

To: Gretchen Gonzalez <ggonzalez@forestriverinc.com>

Cc: Alix Mongiat <alix@dealer-advisors.com>

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**Gretchen Gonzalez** <ggonzalez@forestriverinc.com>

Mon, Apr 6, 2026 at 1:43 PM

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

Cc: Alix Mongiat <alix@dealer-advisors.com>

Thank You.

Please exit the claim and I will approve the 1 hour flat rate to R/R patio door.

An additional labor line will need to be added if there are further issues.

Thank You.



GRETCHEN GONZALEZ

WARRANTY REP

Puma 420/425

ggonzalez@forestriverinc.com

office: (574) 642-0588

520 Gerber St  
Ligonier, 46767

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**From:** Ashlee Olsen <ashlee@dealer-advisors.com>  
**Sent:** Monday, April 6, 2026 3:38 PM  
**To:** Gretchen Gonzalez <ggonzalez@forestriverinc.com>  
**Cc:** Alix Mongiat <alix@dealer-advisors.com>  
**Subject:** Re: FW: 2607504

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To: Gretchen Gonzalez <ggonzalez@forestriverinc.com>  
Cc: Alix Mongiat <alix@dealer-advisors.com>

Thank you for your help, I am out of the claim now.

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