



Alix Mongiat <alix@dealer-advisors.com>

2467090

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

Thu, Nov 6, 2025 at 8:02 AM

Good morning Alix,

That would not be a 6.4 hour repair , the flat rate for this repair would be

1.50 r/r ceiling panel

1 r/r over head cupboard

The most I can authorize is 3 hours on this repair please advise

Thank you .



ANNETTE RUIZ
WARRANTY REP

Puma 420/425

aruiz@forestriverinc.com

office: (574) 642-1626

[520 Gerber St](#)
Ligonier, 46767

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

Sent: Thursday, November 6, 2025 7:59 AM

To: Annette Ruiz <aruiz@forestriverinc.com>

Subject: Re: 2467090

Good morning Annette,

This is the dealerships response; To replace the roof panel you have to remove the cupboards, remove and replace ceiling panel and remount cupboards back onto ceiling

req: 6.4hr for ceiling panel r&r

Thank you,

On Tue, Nov 4, 2025 at 10:02 AM Annette Ruiz <aruiz@forestriverinc.com> wrote:

has the dealer send you the write up on the correction to replace the ceiling panel ?

Thank you.



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WARRANTY REP

Puma 420/425

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520 Gerber St
Ligonier, 46767

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

Sent: Tuesday, November 4, 2025 9:57 AM

To: Annette Ruiz <aruiz@forestriverinc.com>

Subject: Re: 2467090

Good morning,

The ceiling panel is when you walk in, to the left where the slide and cupboard meet.

The photos are attached to the claim.

Let me know if you have any further questions.

Once you review, please let me know what you decide so I can relay to the dealership.

Thank you,

On Tue, Nov 4, 2025 at 9:54 AM Annette Ruiz <aruiz@forestriverinc.com> wrote:

Good morning Alex,

We do not use Spader flat rates ,we use forest river flat rate which to r/r a ceiling panel is 1.50 hrs , where exactly is this panel located ?

Thank you.



ANNETTE RUIZ
WARRANTY REP

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

Sent: Tuesday, November 4, 2025 9:39 AM

To: Annette Ruiz <aruiz@forestriverinc.com>

Subject: 2467090

Good morning Annette,

We are requesting to add 6.4 hours to Labor Line 1.

There is the ceiling panel that needs to be replaced.

Per the flat rate manual (service management guide, 10th edition) has a ceiling panel as 0.2 per SQ ft and the panel is 8x4 = 32, 32 x0.2 = 6.4.

Thank you,

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Alix Mongiat

Warranty Administrator

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Alix Mongiat

Warranty Administrator

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Alix Mongiat

Warranty Administrator

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