
Claims Needing Update

Becky Aessa <Baessa@forestriverinc.com>

Wed, Mar 18, 2026 at 1:59 PM

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

Cc: Chris Balderrama <chris@dealer-advisors.com>, Annette Ruiz <aruiz@forestriverinc.com>, Gretchen Gonzalez <ggonzalez@forestriverinc.com>

Good afternoon, Alix

We will approve these three claims as a goodwill. We do appreciate Greenway taking steps to ensure our customers are taken care of, but future claims such as these will only be approved if there is visible damage/water intrusion and require pre-authorization. If your techs find something they believe to be a build issue, please have them reach out and we can involve the production team to get it resolved.

I believe a member of Puma production management team is going to give Matt a call to assist with any questions or concerns that the dealership may have on this topic.

Thank you!



BECKY AESSA
PUMA 420/425

574-642-3474

Helpful Quick Links

[FAQ - Palomino RV](#)

[Interactive Manuals | Forest River Inc., A Berkshire Hathaway Company – Product Interactive Manuals Per Product Brand.](#)

[Component Manuals Search | Forest River Inc., A Berkshire Hathaway Company – Vendor Component Manuals.](#)

From: Annette Ruiz <aruiz@forestriverinc.com>

Sent: Wednesday, March 18, 2026 1:23 PM

To: Becky Aessa <Baessa@forestriverinc.com>

Subject: FW: Claims Needing Update

Hello,

Please see below

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: Wednesday, March 18, 2026 12:07 PM

To: Annette Ruiz <aruiz@forestriverinc.com>; Gretchen Gonzalez <ggonzalez@forestriverinc.com>

Cc: Chris Balderrama <chris@dealer-advisors.com>

Subject: Claims Needing Update

Good afternoon,

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