



Alix Mongiat <alix@dealer-advisors.com>

PA03734935

Mike Bess <bessm@keystonerv.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Mon, Jun 2, 2025 at 6:53 AM

Good morning Alix,

Thank you for reaching out regarding the above-mentioned PA. This approval is for complete replacement due to the part needed being NLA. If you have any additional questions feel free to reach out. Have a great day.

Thank you



Mike Bess

CUSTOMER CARE MANAGER

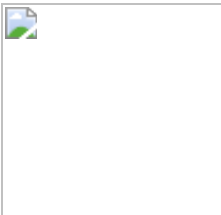
2642 Hackberry Drive | P.O. Box 2000 | Goshen, IN | 46527-2000

O: 574-537-3923 | E: bessm@keystonerv.com

Tech's Digital Toolbox - Scan the QR Code to access a "Vault" full of information geared toward the Service and Repair of

Keystone, Dutchmen and CrossRoads RV's such as Technical Video's, Vendor Installation, Instruction & Service Manuals,

Component User Manuals, Keystone Service Bulletins and more!~



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

Sent: Friday, May 30, 2025 4:14 PM

To: Mike Bess <bessm@keystonerv.com>

Subject: Re: PA03734935

WARNING - Externally Sent Email - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

Hello,

Is this complete stove replacement? Just want to clarify before we let the tech's know how to proceed.

Thanks,

On Fri, May 30, 2025 at 3:28 PM Mike Bess <bessm@keystonerv.com> wrote:

Good afternoon Alix,

Thank you for reaching out regarding the above-mentioned PA. We see the part needed is not available, so we have updated the auth to reflect complete replacement. If you have any questions feel free to reach out.

Thank you



Mike Bess

CUSTOMER CARE MANAGER

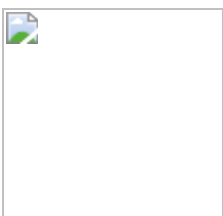
2642 Hackberry Drive | P.O. Box 2000 | Goshen, IN | 46527-2000

O: 574-537-3923 | E: bessm@keystonerv.com

Tech's Digital Toolbox - Scan the QR Code to access a "Vault" full of information geared toward the Service and Repair of

Keystone, Dutchmen and CrossRoads RV's such as Technical Video's, Vendor Installation, Instruction & Service Manuals,

Component User Manuals, Keystone Service Bulletins and more!~



From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Wednesday, May 28, 2025 2:28 PM
To: CS Warranty <warranty@keystonerv.com>
Subject: PA03734935

Good afternoon,

PA03734935 Line 2 regarding the oven- the dealership attempted to order this part from Keystone Parts, but they cannot order an NLA part. They advised the dealership to reach out to you through the PA for further instruction on fixing the issue. Can you please advise which part they should use?

Thanks,

--

Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

A Route 66/RVSurance Affiliate Company

906.201.2399

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.

--

Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

A Route 66/RVSurance Affiliate Company

906.201.2399

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.