



Alix Mongiat <alix@dealer-advisors.com>

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## Claim 2059131

4 messages

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

Thu, Oct 31, 2024 at 12:02 PM

Good afternoon,

On claim 2059131 we need to request more time on a couple of the labor lines.

Labor line 8: I requested 0.5 hours to fix the problem, but it was supposed to be 5 hours. That was a typo on my part, I apologize.

Labor line 9: We were unsure as to what needed to be done at first, but here is what we now know. Bunk supports got torn out of the wall. Will need to rebuild the bunk and replace the wall panel on the right side. Panel got scratched. Need styles to match for new supports for bunk. Need 3" styles by 4'. 4- 8'in total. Should replace hinges with a piano hinge. Length 8'. Also need to readjust the slideout in the opening. It's out of square. 12 hours labor total.

Please let me know if you have any questions, please let me know.

Thank you!

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*Alix Mongiat*

Warranty Administrator

iClaims Services

[www.iclaimsservices.com](http://www.iclaimsservices.com)

906.201.2399

A Route 66 RV Network Affiliate

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

Thu, Oct 31, 2024 at 12:12 PM

Good afternoon again,

Also, Labor line 7, the technician replaced the ball valve on the toilet and it still is not holding water. We are requesting an additional 1.5 hours to R&R the toilet.

Thank you,

[Quoted text hidden]

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

Thu, Oct 31, 2024 at 1:08 PM

Hello,

On labor line 8 the slide adjustment flat rate is .50 on labor line 9 I need to know for sure if the slide is out of adjustment please have tech take photos of the white production marks under the slide components and attach to claim and then we can move forward with the wall panel issue .

FYI: your labor request is excessive when reviewed it will only be authorized at flat rate

Thank you.

Annette Ruiz

Puma & XLE Warranty

[aruiz@forestriverinc.com](mailto:aruiz@forestriverinc.com)

Phone: 574-642-1626

Office hours: 7am-4pm M-F EST

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**From:** Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>

**Sent:** Thursday, October 31, 2024 12:02 PM

**To:** Annette Ruiz <[aruiz@forestriverinc.com](mailto:aruiz@forestriverinc.com)>

**Subject:** Claim 2059131

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**Annette Ruiz** <[aruiz@forestriverinc.com](mailto:aruiz@forestriverinc.com)>  
To: Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>

Thu, Oct 31, 2024 at 1:14 PM

As for line 7 claim as been submitted to vendor follow email thread .

Thank you.

Annette Ruiz

Puma & XLE Warranty

[aruiz@forestriverinc.com](mailto:aruiz@forestriverinc.com)

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Good afternoon again,

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