



Alix Mongiat <alix@dealer-advisors.com>

Claim 2072184

2 messages

Alix Mongiat <alix@dealer-advisors.com>

Fri, Oct 18, 2024 at 10:37 AM

To: Annette Ruiz <aruiz@forestriverinc.com>

Cc: Ashlee Olsen <ashlee@dealer-advisors.com>, Stephanie Kendziorski <stephanie@dealer-advisors.com>

Good morning,

Claim 2072184, Labor line 1, was approved for 3 hours and we requested 8 originally. The technician completed the job, however it took her 7 hours to run the wire through the underbelly. She had to remove the speaker on the outside, which involved removing the silicone from around it as well. Then she had to remove the wall panel, which also meant removing the window ring. She then had to drill a hole in the floor behind the wall panel, down into the underbelly and then run the wire across the unit and hook it up to the wires that are behind the stereo having to route the wires tightly to avoid touching anything. Then she has to put everything back together properly and seal it.

Please consider increasing the labor time to the 7 hours that this job took.

Thank you,

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Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

A Route 66 RV Network Affiliate

Annette Ruiz <aruiz@forestriverinc.com>

Fri, Oct 18, 2024 at 11:52 AM

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

Cc: Ashlee Olsen <ashlee@dealer-advisors.com>, Stephanie Kendziorski <stephanie@dealer-advisors.com>, Gretchen Gonzalez <ggonzalez@forestriverinc.com>

Hello,

Per the photos provided they do not justify a 8 hour job flat rate to run a new wire 2 hours and I authorized 3 hours

Thank you.

Annette Ruiz

Puma & XLE Warranty

aruiz@forestriverinc.com

Phone: 574-642-1626

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

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

Sent: Friday, October 18, 2024 10:38 AM

To: Annette Ruiz <aruiz@forestriverinc.com>

Cc: Ashlee Olsen <ashlee@dealer-advisors.com>; Stephanie Kendziorski <stephanie@dealer-advisors.com>

Subject: Claim 2072184

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