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**RE: Claim 2184032 Labor Line 2**

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**Rockwood & Flagstaff Authorizations** <rockwoodflagstaffauths@forestriverinc.com>

Fri, Mar 28, 2025 at 9:41 AM

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

Hello,

After review of the photos and updated repair notes, I have authorized the additional labor on the claim.

Thank you.



**BRITTENY DILLON**  
WARRANTY AUTHORIZATIONS

[bvdillon@forestriverinc.com](mailto:bvdillon@forestriverinc.com)  
office: (574) 642-8961 ext:10105



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**From:** Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>  
**Sent:** Friday, March 28, 2025 9:33 AM  
**To:** Britteny V. Dillon <[bvdillon@forestriverinc.com](mailto:bvdillon@forestriverinc.com)>  
**Subject:** Claim 2184032 Labor Line 2

Good morning,

The dealership is needing to request an additional 2.5 hours for Labor Line 2 as the first correction did not fix the issue.

Here is the updated correction line:

The first repair did not fix the issue, the door latch is catching the striker plate. They removed the striker plate, door jam, and used their router to cut out an area around the striker plate so the latch would clear. The manufacturer just had a piece of tape covering multiple holes that they cut in the stud for the latch. They routed out the hole and painted it. They cleaned the old sealant and 3M tape from the door jamb and stud, put new 3M tape on and added a screw to the top and bottom of the door jam. The black striker plate is scratched pretty bad and needs replacement. Took off door jam, trimmed excessive adhesive, put back on with 3M double sided tape, it now opens and closes properly.

Photos are also attached as we didn't have them prior.

Thanks,

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***Alix Mongiat***

Warranty Administrator

iClaims Services

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