



Alix Mongiat <alix@dealer-advisors.com>

Claim 2308884 Labor Line 3

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

Tue, May 27, 2025 at 11:12 AM

Good morning,

I have updated this claim on 5/23/25 for .10 for adjusting the rollers as a dealer goodwill which we do not normally pay ,as I stated installing the patio door is part of dealer prep ,

No more time will be allotted for this claim , this is not a diagnostics claim this is a repair claim

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: Tuesday, May 27, 2025 11:03 AM

To: Annette Ruiz <aruiz@forestriverinc.com>

Subject: Re: Claim 2308884 Labor Line 3

The dealer is not requesting 'Goodwill'. The dealer is requesting .5hr for diagnostics as is due to them. Please correct this accordingly. Thank you

On Fri, May 23, 2025 at 9:32 AM Annette Ruiz <aruiz@forestriverinc.com> wrote:

Good morning,

Forest river does not pay diagnostics time , and a patio door is part of dealer prep to install , I will do a 1x dealer goodwill for .10 for adjusting the rollers , claim as bee updated .

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, May 23, 2025 9:27 AM

To: Annette Ruiz <aruiz@forestriverinc.com>

Subject: Claim 2308884 Labor Line 3

Good morning,

We are requesting the labor for Labor Line 3 be approved. The tech did try to adjust the rollers on the screen as stated in the claim and per WI state law, reasonable diagnostic/labor time is required. That being said, time for the attempted fix and the replacement is requested.

Thanks,

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Alix Mongiat

Warranty Administrator

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Alix Mongiat

Warranty Administrator

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