



Alix Mongiat <alix@dealer-advisors.com>

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**RE: Claim 2392256 Labor Line 3**

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

Wed, Aug 20, 2025 at 7:44 AM

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

Good morning Alix, I will update the authorization to reflect the complete griddle.



**KRISTINA ERB**  
LEAD WARRANTY AUTHORIZATIONS REPRESENTATIVE  
DEALER RELATIONS

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**From:** Alix Mongiat <alix@dealer-advisors.com>  
**Sent:** Tuesday, August 19, 2025 3:44 PM  
**To:** Britteny V. Dillon <bvdillon@forestriverinc.com>  
**Subject:** Claim 2392256 Labor Line 3

Good afternoon,

PER FR THE PART WE ARE NEEDING TO REPLACE, QUICK DISCONNECT IS NLA. HOW DOES WARRANTY WANT US TO REMEDY THIS? WHAT ARE WE APPROVED TO ORDER IN REPLACEMENT? SEE FOLLOWING EMAIL FROM FR:

Good morning Anna,

According to the vendor, the disconnect that you are needing has been discontinued and they do not have an alternative option. They are saying a new griddle would need to be ordered or you may be able to find one aftermarket. I am so sorry about that!

Thank you and have a great day,

Kellie Faulkner

Parts Specialist

Rockwood/Flagstaff Towables

Please advise what you would like us to do.

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***Alix Mongiat***

Warranty Administrator

iClaims Services

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

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