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**2601665**

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

Tue, Mar 10, 2026 at 7:53 AM

Good morning Alix,

I'm sorry the dealership feels that way , but these claims where authorized at Forest river flat rate , and no more time will be allotted

Thank you.



**ANNETTE RUIZ**  
WARRANTY REP

Puma 420/425

aruiz@forestriverinc.com

office: (574) 642-1626

520 Gerber St  
Ligonier, 46767

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**From:** Alix Mongiat <alix@dealer-advisors.com>  
**Sent:** Friday, March 6, 2026 3:47 PM  
**To:** Annette Ruiz <aruiz@forestriverinc.com>  
**Subject:** 2601665

Good afternoon Annette,

The dealership feels the approved flat rates are insufficient to properly diagnose, prepare and complete the repair.

We request the following labor times:

Line 1 - 0.4 hours

Line 2 - 0.3 hour

Line 3 - 0.75 hour

Thank you,

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*Alix Mongiat*

Warranty Administrator

iClaims Services

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906.201.2399

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