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**Claim 2518883**

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**Mark A. Akins** <makins@forestriverinc.com>  
To: Alix Mongiat <alix@dealer-advisors.com>

Fri, Dec 5, 2025 at 1:13 PM

Alix,

I apologize for any confusion. I do work for the manufacturer, and I am a senior rep here for Rockwood and Flagstaff. If you are requesting an email directly from our Plant Manager, I'm unable to provide that, as it is against our policy to release management contact information. I'm sorry for any inconvenience this may cause.

However, I have copied and pasted my original question and his response for your reference. I hope this works for you, Alix. Please see below:

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**From:****Sent:** Friday, December 5, 2025 9:43 AM**To:** Mark A. Akins [makins@forestriverinc.com](mailto:makins@forestriverinc.com)**Subject:** RE: FLZ197326 — Claim 2518883

Yes, that is pretty normal.

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**From:** Mark A. Akins [makins@forestriverinc.com](mailto:makins@forestriverinc.com)**Sent:** Friday, December 5, 2025 9:13 AM**To:****Subject:** FLZ197326 — Claim 2518883

Dom: 3/28/25

Dop: 4/24/25

Model: FLT26RKBS

Dealer states there is no sag in the awning fabric, and the awning is rolling up completely, but the arms still do not close on both sides. Is the fabric too long, or is this acceptable and normal?

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If you want, I can also format this as a ready-to-send email.

**MARK AKINS**

ROCKWOOD/FLAGSTAFF TOWABLES

Warranty

Office :574-642-0368

Div. office: **574-642-2640**[makins@forestriverinc.com](mailto:makins@forestriverinc.com)

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