
C3933906

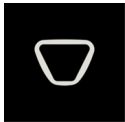
CS Warranty <warranty@keystonerv.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Thu, Apr 2, 2026 at 10:54 AM

Alix,

This is for the inverter that tested good by the vendor. Because of this, the claim for parts and freight were debited. All parts are tested by the vendor themselves, in this case that would be inverter. I don't know their specific testing process or have access to information as to how the part tested good, but they should be testing the part in a way that matches your labor description. At this point, the inverter was shipped back, tracking # 1Z69W8670310053622 through UPS. Please test the part at your dealership once you receive it. If you still see the defect, we are allowed to have a second Claim submitted with as much detail provided as possible, the part returned, and it retested by the vendor. If the part comes back to us as tested good a second time, we'd then direct you to contact the vendor for resolution on the part cost, as the labor was paid on the original Claim and won't be debited.

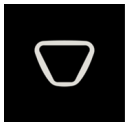
Thank you,

**Carly Mast**

WARRANTY COORDINATOR
CUSTOMER SERVICE
KEYSTONE RV

KEYSTONE | 2425 Davis Dr. | PO BOX 2000 GOSHEN, IN 46527

From: CS Service <service@keystonerv.com>
Sent: Thursday, April 2, 2026 10:44 AM
To: CS Warranty <warranty@keystonerv.com>
Subject: FW: C3933906

**MELODY WILLIAMS**

COORDINATOR
CUSTOMER SERVICE
O: 574.971.3521

KEYSTONE | [2642 HACKBERRY DR.](#) | PO BOX 2000 GOSHEN, IN 46527

From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Thursday, April 2, 2026 10:43 AM
To: CS Service <service@keystonerv.com>
Subject: C3933906

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[Quoted text hidden]

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