



Alix Mongiat <alix@dealer-advisors.com>

Fw: PA03964381 - TE760398

Bonnie Seeman <bonnies@linkmotors.com>
To: "ALIX@DEALER-ADVISORS.COM" <ALIX@dealer-advisors.com>

Tue, Feb 17, 2026 at 1:43 PM

GOOD AFTERNOON ALIX,

I FORWARDED THIS EMAIL TO YOU FROM KEYSTONE FOR A PRE-AUTH THAT YOU SUBMITTED TO THEM.

THANK YOU.

BONNIE SEEMANN

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Bonnie Seemann

RV Warranty Administrator
Link Auto and RV Group
Where Reputation Is Everything
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From: Tara Maisonneuve <maist@keystonerv.com>
Sent: Tuesday, February 17, 2026 12:03 PM
To: Bonnie Seeman <bonnies@linkmotors.com>
Subject: PA03964381 - TE760398

You don't often get email from maist@keystonerv.com. [Learn why this is important](#)

Good afternoon Bonnie,

I hope you are well today. I wanted to touch base on this PA that you asked to add more information on. I see where you quoted a Wisconsin statute regarding diagnostic time. As I am sure you are aware, the labor rate we have agreed to pay you includes fair and reasonable diagnostic time. As outlined in our flat rate manual, should you need additional diag time for an extensive repair, you would need to lay that out in the CCC for review.

We do reserve the right to review these on a case-by-case basis and decide if what is being requested is fair and reasonable. We are partners in the industry and want to work together to get our mutual customers taken care of. In the spirit of partnership, I am willing to cover 1hr of diagnostic time on the inverter to bring the approval to 1.5hrs. For line 1, we have already approved 2hrs of diagnostic, which is more than we typically approve. We would respectfully stay with the time that was approved on line 1.

If you have any questions, please let me know and I will do my best to assist.

Thank you,



TARA MAISONNEUVE

CUSTOMER CARE SPECIALIST

KEYSTONE CUSTOMER SERVICE

O: 574.537.3964