
RE: Claim 2503728 - line 1

1 message

Hakimah Shorter <hshorter@forestriverinc.com>
To: Stephanie Kendziorski <stephanie@dealer-advisors.com>

Fri, Jan 30, 2026 at 10:31 AM

1.5hr to replace the fridge. I gave 1hr for diag. Total 2.5hr

Thank you,

Hakima Shorter
Class C Warranty Representative
Phone: (574) 206-7608
Main: (574) 206-7600
Specialized Dispatch Services(SDS) 800-608-2751 (Roadside)
Dealer Locator link: <https://forestriverinc.com/rvs/dealer-locator>
VIN Recall Search: <https://forestriverinc.com/recallsearch.aspx>
Interactive Manuals: <https://www.forestriverinc.com/manuals/index.aspx>
Help how to videos: <https://www.youtube.com/channel/UCvkrQ6DfvhhdWUaTxDvHYzw>



From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Friday, January 30, 2026 10:28 AM
To: Hakimah Shorter <hshorter@forestriverinc.com>
Subject: Re: Claim 2503728 - line 1

Thank you for reviewing and approving so quickly!

Is there anything we can do to get some of the cost covered to the customer for the diagnosis fee she had to pay? It's \$220.89, She is not happy about having to pay this, so we just wanted to see if there was anything we could do to help her out.

On Thu, Jan 29, 2026 at 4:56 PM Hakimah Shorter <hshorter@forestriverinc.com> wrote:

Good afternoon,

Line 1 is authorized for 2hours to replace the compressor board. So, 2 hours for the compressor replacement on top of the entire fridge replacement is 3.5hrs.

You can submit for the replacement for the fridge, and I will advise that claim.

Thank you,

Hakima Shorter

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Help how to videos: <https://www.youtube.com/channel/UCvkrQ6DfvhhdWUaTxDvHYzw>



From: Stephanie Kendziorski <stephanie@dealer-advisors.com>

Sent: Thursday, January 29, 2026 4:18 PM

To: Hakimah Shorter <hshorter@forestriverinc.com>

Subject: Claim 2503728 - line 1

Good afternoon,

Can you clarify the amount of time that is approved on this? In the feedback area, it looks like a total of 4.5 hours has been approved, but the labor line is still only showing 2.0 hours.

This is the one where the compressor board was replaced, but that did not fix the issue and the entire fridge needs to be replaced.

Is there any way we can also get the customer reimbursed for the diagnostic fee she paid? Customer has paid \$220.89 towards diagnosis, and she is not happy about it.

Thanks for your help,

--

Stephanie Kendziorski

Administrative Director

989.415.3834

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Stephanie Kendziorski

Administrative Director

989.415.3834

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