



Ashlee Olsen <ashlee@dealer-advisors.com>

PA03874926

12 messages

Ashlee Olsen <ashlee@dealer-advisors.com>
To: CS Warranty <warranty@keystonerv.com>

Fri, Jun 27, 2025 at 11:21 AM

Good afternoon,

I am hoping you can look into PA03874926 and reconsider job lines 1 & 2. We were approved to repair/touch up/paint, but not replace. We do feel like the issue is much bigger than a simple repair and this needs to be replaced. The body guy is currently at our shop and agrees the metal needs to be replaced. This is also two different sides of the unit that will need replaced. Please let me know how we can go about getting this replacement approved.

Thank you,

Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
A Route 66/RV Surance Affiliate Company
208.716.2887

CS Warranty <warranty@keystonerv.com>
To: CS Service <service@keystonerv.com>
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>

Fri, Jun 27, 2025 at 11:25 AM



Carly Mast

Warranty Coordinator

CS Warranty

Keystone RV Company

2425 Davis Dr. P.O. Box 2000 Goshen, In. 46527-2000

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: CS Warranty <warranty@keystonerv.com>

Fri, Jun 27, 2025 at 1:55 PM

I have attached a few additional photos

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3 attachments



line 1 damaged metal 2.jpeg
851K



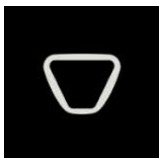
line 1 damaged metal.jpeg
851K



line 1 damaged metal 3.jpeg
692K

CS Warranty <warranty@keystonerv.com>
To: CS Service <service@keystonerv.com>
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, Jun 30, 2025 at 7:23 AM



Carly Mast

Warranty Coordinator

CS Warranty

Keystone RV Company

2425 Davis Dr. P.O. Box 2000 Goshen, In. 46527-2000

From: Ashlee Olsen <ashlee@dealer-advisors.com>
Sent: Friday, June 27, 2025 3:55 PM
To: CS Warranty <warranty@keystonerv.com>
Subject: Re: PA03874926

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3 attachments



line 1 damaged metal 2.jpeg
851K



line 1 damaged metal.jpeg
851K



line 1 damaged metal 3.jpeg
692K

Miranda Blackburn <blaci@keystonerv.com>
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Mon, Jun 30, 2025 at 7:50 AM

Good morning,

Per the pictures provided, this metal can be repaired and does not need replaced. The most we can do is note this issue.

Thank you.



MIRANDA BLACKBURN

CUSTOMER CARE SPECIALIST

KEYSTONE CUSTOMER SERVICE

O: 574.535.1479

KEYSTONE | 2425 David Drive | PO BOX 2000 GOSHEN, IN 46527

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: Miranda Blackburn <blaci@keystonerv.com>

Tue, Jul 1, 2025 at 9:50 AM

Good morning,

This metal can not be repaired, it will need to be replaced. Job 2 is a different area than job 1, two different sides, two different colors, and the repair will not fix the issue. What else do you need from me so we can get this approved?

Thank you,
Ashlee

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Miranda Blackburn <blaci@keystonerv.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Tue, Jul 1, 2025 at 11:09 AM

Good afternoon,

I hope this email finds you well. I just left you a voicemail but figured I would follow up with an email. Line 1 can be repaired and we have approved 1 hour for the touch up. Line 2, after reviewing again, this may be harder to repair so I have approved replacement of the metal on line 2.



MIRANDA BLACKBURN

CUSTOMER CARE SPECIALIST

KEYSTONE CUSTOMER SERVICE

O: 574.535.1479

KEYSTONE | 2425 David Drive | PO BOX 2000 GOSHEN, IN 46527

From: Ashlee Olsen <ashlee@dealer-advisors.com>

Sent: Tuesday, July 1, 2025 11:51 AM

To: Miranda Blackburn <blaci@keystonerv.com>

Subject: Re: PA03874926

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: Miranda Blackburn <blaci@keystonerv.com>

Wed, Jul 2, 2025 at 1:30 PM

Good afternoon,

We are citing the new Tennessee state law in regards to line one, here's a breakdown of what we are asking for:

We are now asking for 10 hours for the repair.

Remove and Reinstall:
1.5 front molding

1.0 rear molding
.3 front clearance light
.3 rear red light
.3 cable hook up
.5 shore power hook up
.5 water hook up
.5-wheel lip (fender over the wheel)
1.5 lower window
1.5 upper window

Official form has been attached.

Thank you for your help with this,

Ashlee

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 **State law form.pdf**
301K

Miranda Blackburn <blaci@keystonerv.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>
Cc: Mike Bess <bessm@keystonerv.com>

Wed, Jul 2, 2025 at 1:41 PM

Ashlee,

In reading this, this is leaning towards more if a replacement is approved. Line 1, there is no need for replacement. Each case is reviewed and approved/denied based on the defect submitted. Keystone obtains the right to repair vs. replace if replacement is not justified/warranted.

I have copied in the Product manager, Mike.

Mike-Please advise.

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 **State law form.pdf**
301K

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Miranda Blackburn <blaci@keystonerv.com>

Wed, Jul 2, 2025 at 3:31 PM

Cc: Mike Bess <bessm@keystonerv.com>

Thank you for the response.

If you could have someone send us repair procedures to very damaged metal, that would be great.

We are not a manufacturing facility for metal, so repair instructions would be required.

Thank you

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Miranda Blackburn <blaci@keystonerv.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>
Cc: Mike Bess <bessm@keystonerv.com>

Thu, Jul 3, 2025 at 5:05 AM

Ashlee,

We have instructions and a lot of helpful information on Key Express.

Enjoy your Holiday weekend.

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Steve Holmes <holms@keystonerv.com>
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>
Cc: Mike Bess <bessm@keystonerv.com>, Miranda Blackburn <blaci@keystonerv.com>

Thu, Jul 3, 2025 at 6:29 AM

Good Morning Ashlee,

First, my apologies for the back and forth here, our goal is to have items address, resolved, and paid. Please note, the Tennessee Statute "Retail Labor Rate Reimbursement" has to do with the already established labor rate, and not the submitting of specific claims and therefore, does not apply to this preauthorization. If your location would like to request a labor rate increase, please locate the labor rate increase form on Key Express and submit it for review.

In an attempt to address the matter at hand, please let me know what time is being requested to repair, and what time is being requested to replace for both lines 1 & 2. Once you respond, I'm sure I can help us land where we need to be.

Keystone is your partner, you're important to us, and I am here to help. I look forward to your response.

Thank you,

STEPHEN HOLMES



ASST. VP OF SERVICE OPERATIONS

KEYSTONE AND ITS DIVISIONS, DUTCHMEN
AND CROSSROADS

O: 574.537.3947

KEYSTONE | 2425 DAVIS DR. | PO BOX 2000 GOSHEN, IN 46527

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 **State law form.pdf**
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