

Hi Stephanie,

I got this email regarding WO25916 that I wanted to pass along to you!

I hope you have a good day!

Ashlee

[Quoted text hidden]

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Ashlee Olsen  
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**Ashlee Olsen** <ashlee@dealer-advisors.com>  
To: Crystal Toma <ctoma@kz-rv.com>

Mon, Oct 20, 2025 at 11:59 AM

Good afternoon Crystal,

Will you please look at claim KZ617797, on job 5, we were told, "The track for the patio door is not a separate item, the whole patio door will need to be replaced if the track is the issue," from your parts department. We are wanting to double check that we do have authorization to order the complete door and track before moving forward.

Thank you for your help,  
Ashlee

[Quoted text hidden]

[Quoted text hidden]

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**Crystal Toma** <ctoma@kz-rv.com>  
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, Oct 20, 2025 at 12:14 PM

Hello,

Yes, the claim is to replace complete patio door.

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**Ashlee Olsen** <ashlee@dealer-advisors.com>  
To: Crystal Toma <ctoma@kz-rv.com>

Mon, Oct 20, 2025 at 12:17 PM

Great, thank you!

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