



Ashlee Olsen <ashlee@dealer-advisors.com>

KZ620357

6 messages

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Joella Smith <jsmith@kz-rv.com>

Tue, Oct 21, 2025 at 3:26 PM

Good afternoon Joella,

Can you please look into KZ620357, we were approved .3 for this repair, however we were approved .4 for the same repair on KZ620057. Can you please look into this and let me know how we can get at least the same time approved?

Thank you,

Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
208.716.2887

Joella Smith <jsmith@kz-rv.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Oct 22, 2025 at 6:02 AM

Are you asking for 620057 to be adjusted down ? In some models the breakers are easier to replace hence the flat rate vs alittle extra.

Joella

[Quoted text hidden]

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: Joella Smith <jsmith@kz-rv.com>

Wed, Oct 22, 2025 at 9:29 AM

Not at all, hoping we could get the same approved on KZ620357, since it is the same repair

[Quoted text hidden]

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[Quoted text hidden]

Joella Smith <jsmith@kz-rv.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Oct 22, 2025 at 9:31 AM

Sorry, I will leave them as is. As long as you get flat rate there should not be any problem. Had you been approved for less than flat rate I could help you out..

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Joella Smith <jsmith@kz-rv.com>

Wed, Oct 22, 2025 at 12:24 PM

Can you please send me a copy of the flat rate code you're referencing, so we can all be on the same page?

Thank you!

[Quoted text hidden]

Joella Smith <jsmith@kz-rv.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Oct 22, 2025 at

Here is the flat rate that should be used.

Look for: Claim

Claim #: Make:

VIN/Serial: Status:

Dealer #: Customer #:

Failure Code: NHTSA:

Approved By:

[Find Now](#)

[New Search](#)

Operation Codes -- Webpage Dialog

Select Operation Code

Category: Plumbing Systems

Operation	Code #	Time	Authorization
R/R Tank Drain, Valve	3350	0.20	✓
R/R Tank Fill	3348	0.20	✓
R/R Tank Hose, Fill, 1-1/4"	3351	0.40	✓
R/R Tank Hose, Vent	3352	0.20	✓
R/R Tank, Bracket(s), Holder Assembly	3347	0.50	✓
R/R Tank, Fresh Water (Above Floor)	3341	1.00	✓
R/R Tank, Fresh Water (Under Floor)	3342	1.80	✓
R/R Tank, Fresh Water (Under Floor, w/Underbelly)	3343	3.00	✓
Tanks, Sewer	3360		
Carrier, Sewer Hose - Recall	3369	2.00	✓
R/R ANTI-SIPHON VALVE	3383	0.20	✓
R/R Cap, Termination Valve	3379	0.10	✓

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