
KZ620824

2 messages

Ashlee Olsen <ashlee@dealer-advisors.com>
To: jzimmerman@kz-rv.com

Fri, Nov 21, 2025 at 9:35 AM

Good morning,

On KZ620824, job 2, we were approved to replace the entry door, however the labor time was adjusted down to .3. We can not replace the entry door in that time. We are asking 1.5 to replace the entry door. Can you please look into this and adjust the labor time?

Thank you,

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

Brach Canen <bcanen@kz-rv.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>
Cc: Crystal Toma <ctoma@kz-rv.com>, Justin Zimmerman <jzimmerman@kz-rv.com>

Fri, Nov 21, 2025 at 12:19 PM

Hello Ashlee,

Thank you for reaching out and working with KZ to get this claim worked out and squared away. I personally have updated this claim to reflect the door to be approved for our flat rate of 1.0.

If you need anything else please let me know or call my extension at 191.

Thank you,



Brach Canen – Warranty/Customer Service
e: Bcanen@kz-rv.com p:877-768-2011 [www.kz-rv.com]/www.kz-rv.com
0985 North 900 West – Shipshewana, In 46565

From: Ashlee Olsen <ashlee@dealer-advisors.com>**Sent:** Friday, November 21, 2025 11:35 AM**To:** Justin Zimmerman <jzimmerman@kz-rv.com>**Subject:** [EXTERNAL] KZ620824

[Quoted text hidden]

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

This email may contain confidential and privileged material for the sole use of the intended recipient. If you are not the intended recipient, please contact the sender and delete all copies. K. Z., Inc. accepts no liability for the content of this email, or for the consequences of any actions taken because of the information provided, unless that information is subsequently confirmed in writing. If you are not the intended recipient, you are notified that disclosing, copying, distributing, or taking any action in reliance on the contents of this information is strictly prohibited.