



Ashlee Olsen <ashlee@dealer-advisors.com>

2500442

9 messages

Ashlee Olsen <ashlee@dealer-advisors.com>
To: astauffer@forestriverinc.com

Wed, Nov 19, 2025 at 11:35 AM

Good afternoon,

Can you please look into C#2500442, on job 7, this seal is damaged all across the top of the slide, this is not able to be repaired. Due to install, seal is crimped and we will need the 2.5 asking hours to replace this.

Also, on job 8, the video sent is of a cable slide and this unit has through frame slides. We need 1.5 to unbolt slide from mech, move over, and reinstall everything.

Can you please look into these and let me know how we can move forward?

Thank you,

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

Allison Stauffer <astauffer@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Nov 19, 2025 at 12:07 PM

Good afternoon Ashlee,

Regarding claim 2500442:

- **Line 7:** We require justifying statements in the Cause, Complaint, and Correction Notes to confirm why the additional labor time was needed. Please provide a detailed breakdown of how the requested 2.50 hours are spent to perform each task to warrant this additional time, and I will be happy to re-review the line.
- **Line 8:** There were no justifying statements reflecting in the Cause, Complaint, and Correction Notes to confirm why the additional labor time was needed here either. Please explain why this additional time is needed for this repair as well.

Kindly,



ALLISON STAUFFER
CUSTOMER SERVICE, PARTS, & WARRANTY

astauffer@forestriverinc.com
office: (574) 264-8038

3000 County Road 6 W
Elkhart, IN 46514



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Ashlee Olsen <ashlee@dealer-advisors.com>
To: Allison Stauffer <astauffer@forestriverinc.com>

Thu, Nov 20, 2025 at 3:31 PM

Hi Allison,

On job 7, I have added a photo of interior fascia on the slide. Due to the type of slide seal, this will need to be removed to replace the slide seal

On job 8, This slide was mounted wrong at the factory. I have attached photo's showing what needs to be removed and reinstalled on the bottom of the slide to correct this issue. Photo's showing the difference in the distance between the slide out and the box of the unit. This slide being about 1.5 over to the right too much is actually one of the issues with the slide seal on the top.

Please let me know if you need anything further,

Thank you!
Ashlee

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11 attachments



LINE 10 (11.jpg)
52K



LINE 10 (6.jpg)
69K



LINE 10 (7.jpg
63K



LINE 10 (5.jpg
42K



LINE 9 INTERIOR OF SLIDE.jpg
46K



LINE 10 (9.jpg
47K



LINE 10 (10.jpg
56K



LINE 10 (8.jpg
84K



LINE 10 LEFT SIDE.jpg
81K



LINE 10 RIGHT SIDE.jpg
74K



LINE 10 OVERALL OF SLIDE EXT.jpg
62K

Allison Stauffer <astauffer@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Fri, Nov 21, 2025 at 11:45 AM

Good Afternoon,

As previously requested a detailed Labor Breakdown needs to be provided.

Regarding claim 2500442:

- **Line 7:** Please provide a detailed breakdown of how the requested 2.50 hours are spent to perform each task to warrant this additional time, and I will be happy to re-review the line.
- **Line 8:** Please provide a detailed breakdown of how the requested 1.50 hours are spent to perform each task to warrant this additional time, and I will be happy to re-review the line.

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Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, Nov 24, 2025 at 10:41 AM

To: Allison Stauffer <astauffer@forestriverinc.com>

job 7: Remove and reinstall slide topper .5
remove reinstall color and reseal interior fascia .5
remove old double sided wiper seal 1
clean area and reseal outside of unit .5
diag .5

job 8 remove through frame slide mechanism .5
move slide and recenter where it was installed incorrectly at factory .5
remove carpet, drill new holes for through floor bolts and reinstall everything .5
.5 diag

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Allison Stauffer <astauffer@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, Nov 24, 2025 at 12:55 PM

Good Afternoon Ashley,

I have reviewed your breakdowns for Claim 2500442 Line 7 & 8.

I will authorize an additional .20 for Line 7; please see the breakdown and explanation below. Line 8: Forest River stands by the time authorized.

If interior repairs are needed, additional lines will need to be provided with photos.

Regarding line 7:

- Remove and reinstall slide topper .5 (an additional .20 Goodwill was authorized as this is an aftermarket part)
- Remove reinstall color and reseal interior fascia .5 (Interior concerns would need an additional line added with interior photos)
- Remove old double-sided wiper seal 1 (.50 already authorized)
- Clean area and reseal outside of unit .50 (is included in the authorized time but will allow an additional .20)
- Diag .5 (this is included in the previous authorized time)

Forest River will allow .20 to repair the seal and .50 to remove/reinstall the slide topper as goodwill to the customer as this is an aftermarket item. Total authorized .70 for this repair with an additional .20 to total .90 authorized.

Regarding Line 8:

- Remove through frame slide mechanism .50 (Included in Authorization)
- Move slide and recenter where it was installed incorrectly at factory .5 (Included in Authorization)
- Remove carpet, drill new holes for through floor bolts and reinstall everything .5 (Interior concerns would need an additional line added with interior photos)
- .5 diag (this is included in the previous authorized time)

This line was authorized for the slide adjustment.

We have reduced the time to the flat rate time. Forest River will allow .50 for this repair.

Please be sure to have the technician review the vendor slide adjustment instruction link: <https://www.youtube.com/watch?v=dUIW7kkJa5I>

Forest River stands by the authorization time for the slide adjustment.

Kindly

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: Allison Stauffer <astauffer@forestriverinc.com>

Tue, Nov 25, 2025 at 10:15 AM

Good morning Allison,

Please see attached letter regarding lines 7 & 8 and please let me know how we can move forward to get these approved at the time requested. We have given all asked information to prove why the time is needed for these jobs and feel it is necessary to get the issues resolved to take care of our customer properly.

Thank you,
Ashlee

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 **State law letter.pdf**
307K

Allison Stauffer <astauffer@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Tue, Nov 25, 2025 at 11:00 AM

Good Afternoon Ashlee,

Thank you for sending the attachment. I've reviewed it, and I want to be very clear about its relevance.

The document you provided pertains strictly to Tennessee's reimbursement requirements for completed and approved warranty claims. It does not override, replace, or alter the manufacturer's requirements for obtaining warranty authorization.

Authorization must occur before a repair is approved for warranty, and it requires the following:

- A properly added claim line for the interior concern
- Interior photos clearly documenting the issue
- Sufficient information to validate the cause and necessity of the repair

These required items have not been provided. Without them, I cannot authorize the concern. State reimbursement statutes do not eliminate the need for proper documentation or verification.

Please provide the required information on the claim so we can get this customer taken care of right away.

Once the appropriate photos and supporting details are submitted, I will proceed with review.

If you have any further questions about what is needed, please let me know.

Respectfully,

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 **State law letter.pdf**
307K

Kyle Hilliard <khilliard@forestriverinc.com>

Wed, Nov 26, 2025 at 9:07 AM

To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Cc: Grace Newman <gnewman@forestriverinc.com>, Allison Stauffer <astauffer@forestriverinc.com>

Hello Ashlee,

I have reviewed this claim and from what I see what was authorized is a reasonable amount of time to perform the work. One of the lines states that the slide topper needs to be removed to do that work. The slide topper is an aftermarket part that was not provided by Forest River so it does not fall under the umbrella of anything we need to compensate for. Any additional time due to the slide topper will have to be incurred some other way. At this time, the claim will stay as is. Thanks, Kyle



KYLE HILLIARD
PARTS AND WARRANTY DIRECTOR EAST TO
WEST

khilliard@forestriverinc.com
office: (574) 264-8014

1020 All Pro Dr.
Elkhart, IN 46514

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