

alan@XXXX.com

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**From:** Monique Blackburn <blaco@keystonerv.com>  
**Sent:** Tuesday, February 28, 2023 5:12 AM  
**To:** tyrel@sunriservs.com; 'Alan Hoffer'  
**Cc:** 'Matt Evar'  
**Subject:** RE: Keystone Montana RV

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good Morning All,

Alan,

Keystone RV is more than ready and willing to assist with any damages in result of a defect. However, what we have presented to us in the pre authorization does not indicate there is damage. If there is damage that we aren't aware of; Sunrise RV will need to get that submitted over to us in a pre-authorization so we can review and address the issues if within reason. I would also like to be included in all emails moving forward regarding this concern.

Matt,

I will be having my Product Manager reach out once again, because clearly there is a disconnect somewhere and we want everyone to be on the same page, including the customer.

Thank you and have a great day



*Monique Blackburn*

Customer Experience Agent | Keystone RV

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Please visit the "Owners" section at <https://www.keystonerv.com/owners/> where you will discover helpful information including **FAQ's** and **"How To" Videos**.

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**From:** tyrel@sunriservs.com [mailto:tyrel@sunriservs.com]  
**Sent:** Monday, February 27, 2023 8:50 PM  
**To:** 'Alan Hoffer' <alan@nospam.com>; Monique Blackburn <blaco@keystonerv.com>  
**Cc:** 'Matt Evar' <matt@sunriservs.com>  
**Subject:** RE: Keystone Montana RV

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Forgot to add Monique. Sorry about that. Please see below

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**From:** [tyrel@sunriservs.com](mailto:tyrel@sunriservs.com) <[tyrel@sunriservs.com](mailto:tyrel@sunriservs.com)>

**Sent:** Monday, February 27, 2023 5:32 PM

**To:** 'Alan Hoffer' <[alan@xxx.com](mailto:alan@xxx.com)>

**Cc:** 'Matt Evar' <[matt@sunriservs.com](mailto:matt@sunriservs.com)>

**Subject:** RE: Keystone Montana RV

Alan, we would welcome you to come and inspect this in person. I think that is a great idea and would recommend it. Please take as many photos and videos as you would like. Please take your own moisture content readings as well. With a little notice, we can have your Montana inside and ready for your inspection at any time. Just let us know. After your inspection I would recommend you take the 5<sup>th</sup> wheel home. Or we can have it delivered back to you shortly thereafter.

I agree that the leak had effects on the flooring. It is minor in my opinion, but it has had an effect.

We have communicated the damages to Keystone, and they made the decision to not repair those areas of the floor.

Regarding your warranty, in the past we have been able to have factory warranty extended by the length of time a unit was in for repairs. This may be an option. This is not my decision, but I can bring that to the manufacturer.

I will also forward this email to the folks at Washington State Employees Credit Union.

I will also note that we have worked directly with WA Attorney general in the past, and it is a great way of resolving issues.

Thanks for you time, Tyrel

Tyrel Swezey / GM

[tyrel@sunriservs.com](mailto:tyrel@sunriservs.com) / 509-826-GORV (office)

Sunrise RVs

[www.sunriservs.com](http://www.sunriservs.com)

1004 Koala Drive Omak, WA. 98841

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**From:** Alan Hoffer <[alan@xxx.com](mailto:alan@xxx.com)>

**Sent:** Monday, February 27, 2023 3:26 PM

**To:** [matt@sunriservs.com](mailto:matt@sunriservs.com)

**Cc:** [tyrel@sunriservs.com](mailto:tyrel@sunriservs.com)

**Subject:** Keystone Montana RV

Matt and Tyrel,

Matt, you stated in your report there is damage to the flooring. Are you saying that this floor is not damaged? Secondly, I would like to come down to Sunrise RV and bring tools and camera equipment to take video and still photography of the bottom of the floors. I have specialized equipment to do this. I may even want to take a moisture content reading for the Attorney General and our attorney. I would like to bring some others to witnesses to view these readings, the videos, and still photography that will be taken in case we need professional witnesses in a court of law. Since Monique Blackburn is insistent that there are no issues with the flooding of the RV I would like to come to your office and prove her wrong and you wrong if you are claiming this, since she is claiming there is nothing wrong.

Any communications outside this keeping us in the loop with Keystone I believe would constitute that there maybe issue being hid from us, so if there is nothing wrong than you should not have an issue with us coming down to do this investigation. If you say no, then it definitely will look like something is being covered up just to get the unit off your property and we will refuse the return of RV.

At this point we had the unit about 15 days, if I'm correct and that warranty clock should no longer be running, while this unit is in your possession or Keystones possession. We are asking for damages for loss of use, as well as one of the employees, whether that was you Matt or someone else would not be taking care of this issue when we called about the flooding and other issues and problems.

As we told Monique Blackburn time is of the essence to rectify this issue. I start radiation treatment this up coming week and I will not have time to deal with shysters. We are not willing to take the unit back until you can prove to us that there is no damage as we witnessed and video recorded water running into the insulation. I spoke with our bank today and they too want pictures and video too.

I look forward to your reply,

Alan Hoffer  
[alan@nospam.com](mailto:alan@nospam.com)  
(2XX) 8XX-1234