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**Pre-Auth # 935099**

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**Alix Mongiat** <alix@dealer-advisors.com>  
To: Cassi Crane <ccrane@granddesignrv.com>  
Cc: Michael Shearer <mshearer@granddesignrv.com>

Fri, Apr 10, 2026 at 12:43 PM

Good afternoon Cassi and Michael,

Here is Matt's response:

"Thank you for increasing the approval to 2.0 hours. I still do not believe that fully covers the repair as performed.

Grand Design's published flat rate for Termination (Gate) Valves - Replace/Repair - Below Floor (enclosed) is 1.5 hours. However, that alone does not reflect the full scope of the repair on this unit. This repair also required underbelly reseal, which Grand Design separately recognizes under flat rate code 110018 for 0.2 hours, and it also required diagnosis and post-repair testing.

If this same unit were brought to a Grand Design service facility with a fully written work order and parked in your service lot, it would take more than 1.5 hours to bring the unit into the bay, fill the tank to verify the concern and diagnose the cause, drain the tank, lower the underbelly, replace the valve, fill the tank and check for leaks, drain the tank, reinstall and reseal the underbelly, clean up, retain/tag the removed parts for 30 days, and move the unit back out of the bay.

That is the full repair operation. Wis. Stat. § 218.164 requires reasonable compensation for diagnostic work as well as warranty labor, and requires time allowances to be reasonable for the work performed. For that reason, I do not believe 2.0 hours reasonably compensates the full scope of this repair.

Please reconsider the labor time accordingly."

Thanks,

On Fri, Apr 10, 2026 at 9:19 AM Cassi Crane <ccrane@granddesignrv.com> wrote:

Alix

I approved this for 2.0 hours – The law states what is customary for normal and reasonable charges not necessarily what the tech took to complete the repairs. We base on the industry flat rate for these repairs. To assist the dealership I approved an additional .5 over our flat rate but not able to approve double the time it would normally take to complete the repairs.

Thank you

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**From:** Alix Mongiat <alix@dealer-advisors.com>  
**Sent:** Thursday, April 9, 2026 11:36 AM  
**To:** Cassi Crane <ccrane@granddesignrv.com>  
**Subject:** [EXTERNAL] Pre-Auth # 935099

Good afternoon Cassi,

The dealership needs to request 3 hours on this pre-authorization. Their most efficient technician worked on this and logged over 3 hours. Per the State of WI law, they should be reimbursed for what they would charge a retail customer, which is 3.02 hours. Attached are additional photos for your review.

Thank you,

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*Alix Mongiat*

Warranty Administrator

iClaims Services

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*Alix Mongiat*

Warranty Administrator

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