



pre-auth 937516

Daniel Kussow <dkussow@granddesignrv.com>
To: Alix Mongiat <alix@dealer-advisors.com>
Cc: Matt Ferkey <mdferkey@greenewayrv.com>

Thu, Mar 26, 2026 at 9:51 AM

Good morning Alix,

I've connected with our team, including Brad, and I'm asking for your help in working through this situation and similar ones moving forward.

I will approve the 4 hours as requested for operation 170034. For operation 550001, I've been directed to remain within the 7–9 hour range. That said, I'm willing to approve 10 hours of the 16 requested. If this is acceptable to you and your team, I will make the necessary adjustments this morning so you can proceed with the repairs.

I'm doing my best to balance all sides of this situation and support you where I can. I'd like to keep things moving forward and avoid any further inconvenience to the customer. I hope you can see the value in this approach. I'm also working behind the scenes to improve communication and prevent gaps like this in the future.

Thank you for your assistance. Please let me know as soon as you can so I can update the pre-authorization.

Daniel Kussow



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