

**Claim 982835**

Danielle White <dwhite@granddesignrv.com>  
To: Alix Mongiat <alix@dealer-advisors.com>

Wed, Apr 29, 2026 at 3:11 PM

Hello,

These required photos are outlines on the pre-auth when the line is created. These photos are not required to be supplied at pre-auth stage as it is the stage of the process requesting approval to do the work. These photos are required at claimed stage. Please provide on the claim.

\*Flat Rate Code  Termination (Gate) Valves - Replace/Repair- Below Floor

Vendor Auth  Return Part No  
Requires VCB  Photo Required Yes  
Flat Rate Code Used Previously

Status

File Upload  
File size must be less than 10 MB. 1 uploaded.  
Drop files here to upload

File Ids

\*Brand

Vendor Dave Carter & Associates

\*Problem

\*Cause

\*Remedy

Time Requested

Requested Sublet

Notes

Manufacturer

Fault Code

Model

Serial Number

Flat Rate VCB Info

**Danielle White**

Claims Representative / Dealer Portal Admin.

Grand Design RV

5100 Hoffman St

Elkhart, IN 46516

Phone: 888-825-2820

[dwhite@granddesignrv.com](mailto:dwhite@granddesignrv.com)

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

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**From:** Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>  
**Sent:** Wednesday, April 29, 2026 3:00 PM  
**To:** Danielle White <[dwhite@granddesignrv.com](mailto:dwhite@granddesignrv.com)>  
**Subject:** [EXTERNAL] Claim 982835

Good afternoon Danielle,

The dealership stated that the photos you requested are not listed on the flat rate and the one that is listed is the one already provided during the PA process.

They request you process payment according to the flat rate code. Since vendor marking is not required on the PA, it should not hinder payment. I have added the flat rate information below.

FLAT RATE CODE	
Classification	
Code	310007
Description	Termination (Gain) Valves - Replace/Repair- Below Floor (enclosed)
Main Category	Plumbing
Sub Category	Drain Lines & Components
Details	
Time Allowed	1.5
Model & Serial Required	No
Pre-Auth Required	No
Photo Required	Yes
Part Return	...

Thanks,

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**Alix Mongiat**

Warranty Administrator

iClaims Services

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

906.201.2399

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