
pre-auth 937516

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

Thu, Mar 26, 2026 at 2:56 PM

The pre has been approved for the 4 hrs and 10 hrs. So you can do the repairs. If the dealership feels they need to pull the sheet metal on the slide-out give documentation to that fact an estimate of that repair and we would request pictures before and after.

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From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Thursday, March 26, 2026 1:47:17 PM
To: Daniel Kussow <dkussow@granddesignrv.com>; Matt Ferkey <mdferkey@greenewayrv.com>
Subject: Re: [EXTERNAL] Re: pre-auth 937516

Hello,

The closer we can get to the requested time, the more reasonable it will be.
Matt stated that the 10 hours you approved is acceptable for the repair moving forward unless removing the exterior metal requires the technician to take longer.
In that case, could we ask for additional time if that happens?
I stated the total time already invested to emphasize the extensive work already completed; therefore, we do not believe asking for an additional 16 hours is unreasonable.

We are asking Grand Design to review and approve fairly.

I do appreciate you working with us on this.

Thank you,

On Thu, Mar 26, 2026 at 2:41 PM Daniel Kussow <dkussow@granddesignrv.com> wrote:

So what are you asking for? In the pre-auth you requested 20 hrs. Total and I voiced my opinion and got you 14. I need a number you feel is acceptable.

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From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Thursday, March 26, 2026 1:32:26 PM
To: Daniel Kussow <dkussow@granddesignrv.com>
Cc: Matt Ferkey <mdferkey@greenewayrv.com>
Subject: Re: [EXTERNAL] Re: pre-auth 937516

Hello,

The dealership is not refusing to do the work; that's not what's being said. The dealership's goal is to take care of the customer and complete the repair accurately.
The dealership has already invested 23.85 hours into this. We are asking Grand Design to review the time estimate again because the current approval does not cover the extensive work already completed or the work that will still be necessary. We are only asking that Grand Design review and approve this fairly.

Thank you,

On Thu, Mar 26, 2026 at 2:25 PM Daniel Kussow <dkussow@granddesignrv.com> wrote:

Alix, so are you saying you will accept the authorized time of 4hrs for the operation which is what you requested and the 10 hrs. For the second operation as long as if additional time is requested for pulling the metal we examine that as needed? Or are you saying that the authorized time of 4 hrs. plus, the 10 hrs. is unacceptable and the dealership is refusing to do the work as submitted for that repair.

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From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Thursday, March 26, 2026 1:00:25 PM
To: Daniel Kussow <dkussow@granddesignrv.com>
Cc: Matt Ferkey <mdferkey@greenewayrv.com>
Subject: [EXTERNAL] Re: pre-auth 937516

Good afternoon Dan,

After further discussion, the dealership already has 23.85 hours invested in this. They have attempted to repair this slide multiple times, Scott McDaniel even came out and verified they were doing the correct repairs. While the 10-hour repair time from this point is acceptable, that is only if they don't need to remove the exterior metal. They might require more time but will not know until the repair is underway.

We do not feel that 14 hours is acceptable due to the extensive repairs this slide requires. That covers the previous 4 hours and the additional 10 hours you stated you are willing to approve.

I am hopeful that we can reach an agreement that will better suit both the dealership and Grand Design in order to get this customer taken care of properly and promptly.

Thank you,

On Thu, Mar 26, 2026 at 10:01 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good morning Dan,

I will discuss this information with Matt.

We will get back to you regarding this.

Thank you,

On Thu, Mar 26, 2026 at 9:51 AM Daniel Kussow <dkussow@granddesignrv.com> wrote:

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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dkussow@granddesignrv.com

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