



Alix Mongiat <alix@dealer-advisors.com>

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## PA 911031

**Ashley Batiste** <abatiste@granddesignrv.com>  
To: Alix Mongiat <alix@dealer-advisors.com>, Cassi Crane <ccrane@granddesignrv.com>

Wed, May 27, 2026 at 1:05 PM

Good afternoon

Grand Design warranty coverage for testing and diagnosing water issues is evaluated strictly on a case-by-case basis. Dealers are generally responsible for performing proper testing and diagnostics when submitting a warranty pre-authorization request. Unfortunately, I cannot approve any time for this issue. This is something that my manager has already reviewed previously, this will remain denied.

Thank you!

Ashley Batiste

Dealer Relations Representative

Grand Design RV

5200 Hoffman St, Elkhart, IN 46516

Office: 888-825-2820

Fax: 574-825-9249

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

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**From:** Alix Mongiat <alix@dealer-advisors.com>

**Sent:** Wednesday, May 27, 2026 12:57 PM

**To:** Ashley Batiste <abatiste@granddesignrv.com>; Cassi Crane <ccrane@granddesignrv.com>

**Subject:** [EXTERNAL] Fwd: PA 911031

Hello,

I am sorry, I sent this to the wrong individual at Grand Design. Ashley, can you please help out with this?

Thanks,

----- Forwarded message -----

From: **Alix Mongiat** <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>

Date: Fri, May 22, 2026 at 12:54 PM

Subject: PA 911031

To: Cassi Crane <[ccrane@granddesignrv.com](mailto:ccrane@granddesignrv.com)>

Good afternoon Cassi,

Regarding like 8 - 250006;

We are requesting consideration for labor associated with this repair.

Although the final controller replacement itself required minimal installation time, the diagnostic process leading to root-cause identification required extensive technician involvement due to lack of available documentation, lack of training/support resources for this system configuration, delayed response from Grand Design, and conflicting information provided during the troubleshooting process.

During diagnostics, we contacted the controller manufacturer directly for technical assistance and were advised that the controller appeared to be installed in an unsupported application/configuration with the Lippert system it was connected to. This required additional investigation, testing, and multiple rounds of communication to determine whether the issue was component failure, system incompatibility, or installation-related.

We also made multiple attempts to obtain direction and technical guidance from Grand Design throughout the process. Ultimately, after extensive troubleshooting and escalation efforts, we were advised by Grand Design to replace the controller, which resolved the issue immediately.

The physical replacement of the component was not the primary labor driver in this repair. The significant time expenditure resulted from the diagnostic burden created by unsupported or undocumented system integration concerns, lack of technical guidance, and the extended process required to obtain an accurate repair direction.

In total, this repair consumed approximately 8.2 hours of skilled technician diagnostic and support-related labor before final resolution.

We request review and consideration for additional diagnostic labor reimbursement associated with this repair event.

This was originally denied because the cause/correction was missing, and this work has since been completed.

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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*Alix Mongiat*

Warranty Administrator

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