



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

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## PA 884555

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**James Hite** <[jhite@granddesignrv.com](mailto:jhite@granddesignrv.com)>  
To: Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>, Warranty <[warranty@granddesignrv.com](mailto:warranty@granddesignrv.com)>

Mon, Mar 2, 2026 at 8:45 PM

Good morning,

They can move the island far enough to get the refer out. That time was factored into the approval.

Thank you, have a great day!

Jim Hite

Grand Design Dealer Warranty

5200 Hoffman Dr

Elkhart IN 46540

Phone: 574-825-6264 ext. 1313

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**From:** Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)>  
**Sent:** Monday, March 2, 2026 8:46 AM  
**To:** James Hite <[jhite@granddesignrv.com](mailto:jhite@granddesignrv.com)>; Warranty <[warranty@granddesignrv.com](mailto:warranty@granddesignrv.com)>  
**Subject:** [EXTERNAL] Re: PA 884555

Good morning,

I wanted to follow up on this.

I provided the notes from the dealership above, this message comes directly from them.

Thanks,

On Fri, Feb 27, 2026 at 11:52 AM Alix Mongiat <[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)> wrote:

Good morning,

The dealership needs to request an additional 6 hours to replace the cooling unit.

Here are their notes explaining why it is needed:

"In order to replace the cooling unit we will need to completely remove the slide out as there is not enough room to pull the refer to access the back of it."

Thank you.

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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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