



PA 900409

Dealer Parts <parts@granddesignrv.com>

Wed, Apr 15, 2026 at 12:58 PM

To: "alix@dealer-advisors.com" <alix@dealer-advisors.com>

Cc: "tgary@granddesignrv.com" <tgary@granddesignrv.com>, "warranty@granddesignrv.com" <warranty@granddesignrv.com>

Good afternoon,

I have listed a tire and rim below, please note this is not a direct replacement for the obsolete part.

140290 - TIRE ASSY ST235/80R16 LRE GOODYEAR ENDURANCE 16X6-6-5.5 MATTE BLK LIGER W/LCI BANDED TPMS

Thank you!

****PLEASE BE AWARE OF FREIGHT INCREASES ON PARTS 14 + FEET. COSTS RANGE FROM \$700 AND GO UP FROM THERE. PLEASE INFORM YOUR CUSTOMER PRIOR TO ORDERING. THERE WILL BE A 15% PACKAGING FEE ON ALL SHIPMENTS.****

Travis Stephenson
Dealer Parts Advisor
Grand Design RV
Phone (888) 825-2820
5200 Hoffman St. Elkhart, IN 46516

----- Forwarded Message -----

From: Alix Mongiat [alix@dealer-advisors.com]

Sent: 4/15/2026, 12:46 PM

To: parts@granddesignrv.com; tgary@granddesignrv.com

Cc: warranty@granddesignrv.com

Subject: Re: FW: Re: PA 900409

Good afternoon,

We need a response on this because the customer is waiting for this repair to be completed.

Thanks,

On Fri, Apr 10, 2026 at 12:41 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good afternoon,

The tech states, "I took pics and the voltage at the docking station is 13.4 volts."

Other sensors are pairing as they should.

Also, the customer states they do not know what his other options are for telling Grand Design how they would like this issue rectified. He would like his options explained because he doesn't know what to do. We explained the cap monitors, which he dislikes. If customer needs to reach out to Grand Design for this information, we just need to know who to direct him to. However, telling the customer they must choose an action without providing the options is not an appropriate suggestion. We need to know what options are available.

Please let us know how to proceed.

On Mon, Feb 16, 2026 at 8:55 AM Dealer Parts <parts@granddesignrv.com> wrote:

Good morning,

I apologize, I am not understanding what you are needing from parts? If the wheel is NLA with no replacement you will need to get with the customer on what they would like as a compliant replacement and place an order.

Warranty would need to approve the replacement.

Thank you!

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----- Forwarded Message -----

From: Alix Mongiat [alix@dealer-advisors.com]

Sent: 2/16/2026, 8:44 AM

To: parts@granddesignrv.com; warranty@granddesignrv.com; tgary@granddesignrv.com

Subject: Re: PA 900409

Good morning,

Following up on this again.

Please note that the only method of communication once a PA is in "approved" status is via email. We cannot go into the PA and add notes once it's approved until we go to convert to claim.

If we do not receive responses to our emails, it makes it impossible for the dealership to move forward with the repair and therefore falls back on the customer.

Thanks,

On Wed, Feb 11, 2026 at 7:56 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good morning,

I am following up on this again as this is at a standstill until we get the dealership part information.

"We were just notified by Grand Design that the direct replacement for this rim and tire are no longer available. We need advice from the manufacturer as to how we are to proceed now. Thank you.

Please advise how the dealership is to proceed with this repair."

Thanks,

On Thu, Feb 5, 2026 at 7:10 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good morning,

I wanted to follow up on this. The part they were instructed to replace is not available and we need to know how to proceed.

No response is causing a further delay than we already had due to lack of response.

Thanks,

On Tue, Feb 3, 2026 at 11:30 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good afternoon Tony,

This is from the dealership;

We were just notified by Grand Design that the direct replacement for this rim and tire are no longer available. We need advice from the manufacturer as to how we are to proceed now. Thank you.

Please advise how the dealership is to proceed with this repair.

Thanks,

On Tue, Jan 13, 2026 at 5:09 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Hello Tony,

The dealership just followed up again on this and are wondering if they are supposed to be ordering an entire banded tire.

Please provide a response as no response is delaying the fix.

Thanks,

On Thu, Dec 11, 2025 at 10:52 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Following up on this again.

Thanks,

On Fri, Dec 5, 2025 at 12:14 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Hello Tony,

I am following up on this.

Thank you,

On Mon, Dec 1, 2025 at 5:30 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good evening,

The dealership is wondering if they are supposed to be ordering an entire new banded tire for 810063.

Thanks,

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Alix Mongiat

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