



Heidi Huntley <heidi@dealer-advisors.com>

**Fw: Alix Mongiat commented on "12699B.pdf"**

**Anna Freeman** <afreeman@greenewayrv.com>

Mon, Jun 22, 2026 at 10:50 AM

To: Heidi Huntley <heidi@dealer-advisors.com>



**Anna Freeman**

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**Sent:** Monday, June 22, 2026 6:51 AM

**To:** Anna Freeman <[afreeman@greenewayrv.com](mailto:afreeman@greenewayrv.com)>

**Subject:** Alix Mongiat commented on "12699B.pdf"



Reply

Alix Mongiat added 1 new comment on [12699B.pdf](#)



**Alix Mongiat** February 24

@Michelle A @Bonnie K From GD: do you have grease caps to claim? only the center caps are claimed.



**Michelle Antinoja** February 24

@Alix M ONLY THE CENTER CAPS NEEDED REPLACEMENT.



**Alix Mongiat** February 24

@Michelle A The approval was stated above, this might not be paid if the correct repair wasn't done. "Warranty Repair 1: approved for 2 hours Lippert will authorize 4 steel grease caps complete, up to 4 seals if needed, any affected center caps and 2 hours labor."



**Alix Mongiat** February 25

@Kaitlyn R Tagging you as well.



**Kaitlyn Reinwand** February 26

@Alix M @Michelle A I am going to move this back to PA's approved... we are going to order the 4 steel caps and do the repaired as it was approved.



**Alix Mongiat** February 26

@Kaitlyn R Do you have a turnaround time on this? So I can let Grand Design to leave this in feedback until then? Thank you!



**Kaitlyn Reinwand** February 26

@Alix M MAYBE A WEEK? DEPENDS HOW FAST THE PARTS GET HERE.

**AM**

**Alix Mongiat** March 31

@Kaitlyn R Has this been completed?

**AF**

**ANNA FREEMAN** April 8

@Alix M We just received the last center cap, I will get with service to get this completed.

**AF**

**ANNA FREEMAN** April 10

@Alix M We received a check for this RO claim. I have not processed it because I want to be sure we will also be getting paid for the additional 4 grease seals and 4 center caps that Lippert has told us to use. Please let me know if I am ok to process the check we have already received. Thanks!

**AM**

**Alix Mongiat** April 10

I am reaching out to Rita at Grand Design right now. I will let you know her response.

**AM**

**Alix Mongiat** April 10

@ANNA F Yes, you are good to process that. I will have to create a claim for the additional parts when the work is done.

**AF**

**ANNA FREEMAN** April 10

@Alix M Sounds good, Thank you, Alix!



**AM** Alix Mongiat May 5

@Michelle A @ANNA F Were the grease caps ever added? Thanks!



**MA** Michelle Antinoja May 6

@Alix M WE HAVE NOT HAD A CHANCE TO INSTALL THEM. i WILL UPDATE YOU ONCE I CHECK IN WITH THE TECHS.



**KR** Kaitlyn Reinwand June 12

@Alix M THE FINAL CAPS HAVE BEEN INSTALLED.  
DATE OF COMPLETION: 06/12/2026

PARTS USED:

822040345- TIRE CAP

QTY: 4

COST: 7.71

822040033- TIRE COVER CENTER

COST: 1.42

.QTY: 4.00

@ANNA F PLEASE UPLOAD INVOICES.

@Alix M IT IS A LITTLE CONFUSING. WE HAD TO MAKE A NEW WORK ORDER SHOWING THE PARTS BEING RELIEVED AS WE COULD NOT MAKE ANY CHANGES TO THE WORK ORDER DUE TO THERE BEING A WARRANTY PAYMENT ON IT ALREADY. i WILL UPLOAD THE WORK ORDER SO YOU CAN SEE THE PARTS.



**AF** ANNA FREEMAN June 13

@Alix M @Kaitlyn R INVOICES UPLOADED.



**Alix Mongiat** June 22

@Michelle A @ANNA F I need the updated WO still. I can only claim the Tire caps on this as the Tire covers were already claimed previously.