



Alix Mongiat <alix@dealer-advisors.com>

Regarding RO 13919- Please send to GD

Destinee McGinley <dmcginley@greenewayrv.com>

Tue, Aug 25, 2026 at 4:34 PM

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

Cc: Matt Ferkey <mdferkey@greenewayrv.com>

I am requesting reconsideration of the denial/reduction on claim #972678 for VIN 573FR3025V3356574, RO 13919, based on the statement that the concern was not listed on the DAF.

The DAF is an acceptance form. It is not intended to serve as a full, detailed inspection report or a complete list of every warrantable condition that may later be identified. Its purpose is to document delivery acceptance and obvious substantial damage or shortages at the time of receipt, not to operate as a blanket exclusion for any issue not specifically written on the form.

For that reason, the absence of a specific item on the DAF should not, by itself, be the basis to deny otherwise valid warranty coverage where the condition was later identified, documented, and supported by the repair order, technician findings, photos, and claim file.

If Grand Design is maintaining the denial, please provide the following in writing:

1. The exact policy language being relied on.
2. Confirmation that Grand Design's position is that the DAF functions as a complete and exclusive defect list for warranty purposes.
3. An explanation of why the documented repair record and supporting claim materials are insufficient absent a DAF notation.
4. The basis for treating a delivery acceptance form as a waiver of warranty coverage for later-documented conditions.

Please review the claim again and advise whether Grand Design will reverse the denial and process the claim accordingly.

Thank you,
Destinee McGinley
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