



Alix Mongiat <alix@dealer-advisors.com>

Stalled/slow moving claims

Daniel Kussow <dkussow@granddesignrv.com>

Tue, Aug 18, 2026 at 9:59 PM

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

Good evening, Alix,

Sorry for the delayed response. I'm traveling this week, and it can get pretty demanding. I just wanted to forward Michael's explanation to you regarding the claims you asked about. I think it will provide you with all the information you need. If you have any questions, I would reach out to him; it may be a little faster since I'm limited in my email access.

Thanks again, and have a great evening

Daniel Kussow



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From: Michael Shearer <mshearer@granddesignrv.com>

Sent: Tuesday, August 18, 2026 12:56 PM

To: Daniel Kussow <dkussow@granddesignrv.com>

Subject: FW: [EXTERNAL] Stalled/slow moving claims

1. The statement that "the final related repair work was not completed until May 13" does not establish that WO 12436 remained an open or incomplete repair through May 13. If WO 12436 represents a separate repair event, the May 13 date from a different work order cannot simply be used to extend the date of the original claim.

-Under either interpretation, the claim would still fall outside the 30-day policy period.

2. WO 12436/ PA 884555 and WO 12850 / PA 911031 are separate work orders concerning separate repair events. The only apparent connection between them is the VIN. There is no indication that the repair performed under WO 12850 was a continuation of, or an unsuccessful attempt to correct, the repair performed under WO 12436. Therefore, the May 13, 2026, completion date for WO 12850 / PA 911031 should not be used as the completion date for the repair documented under WO 12436.

Thanks!

Michael Shearer

Grand Design Warranty Manager

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

Sent: Tuesday, August 18, 2026 12:24 PM

To: Matt Ferkey <mdferkey@greenewayrv.com>

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