



Alix Mongiat <alix@dealer-advisors.com>

PA 973983

Michael Shearer <mshearer@granddesignrv.com>

Thu, Aug 27, 2026 at 2:00 PM

To: Alix Mongiat <alix@dealer-advisors.com>, Daniel Kussow <dkussow@granddesignrv.com>

Good afternoon,

I have updated the pre-auth for 2.5 hrs. which is well above flat rate.

550034 Seals - R&R Eternabond Tape (per 8 ft.) .3 hrs.

Thanks!

Michael Shearer

Grand Design Warranty Manager

11356 CR 2

Middlebury, IN 46540

Phone: 574-825-6264 ext. 1199

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

Sent: Thursday, August 27, 2026 1:44 PM

To: Daniel Kussow <dkussow@granddesignrv.com>; Michael Shearer <mshearer@granddesignrv.com>

Subject: Re: [EXTERNAL] Re: PA 973983

Dan and Michael,

This is the response from the dealership regarding the denial on removing the old tape:

"A proper repair cannot be completed without removing the existing tape that is not adhered well. Adding additional tape without removing the old tape is simply a bandaid, not a repair."

As you can see in these photos, the old tape is bubbled the full length of the RV.

They are asking for approval to complete the repair properly, which involves removing the old tape that did not adhere correctly and installing new tape to correct the issue and properly seal the unit.

Thanks,

On Thu, Aug 27, 2026 at 11:49 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Dan,

Thank you for the response. I have let the dealership know.

I would think the dealership deserves a response when they or the customer question the repairs.

Thank you,

On Thu, Aug 27, 2026 at 11:33 AM Daniel Kussow <dkussow@granddesignrv.com> wrote:

Alix,

The notes explained the repairs. There is nothing to respond to. The repairs are per the manufacturer's specifications. If the dealership would like to modify those repairs, they assume all risk and liability for future warranty considerations.

Have a great day

Daniel Kussow



Regional Manager Fixed Operations

Central USA and Canada

Compliance, Assistance, Relationships, Education

RVDA Certified

dkussow@granddesignrv.com

direct line (574) 240-9351

cell# (920) 680-6184

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

Sent: Thursday, August 27, 2026 10:12 AM

To: Tony Gary <tgary@granddesignrv.com>; Daniel Kussow <dkussow@granddesignrv.com>

Subject: [EXTERNAL] Re: PA 973983

Good morning,

I wanted to follow up on this since we have not received a response to our first email.

I appreciate your assistance with this.

Thanks,

On Mon, Aug 24, 2026 at 12:11 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good afternoon,

The customer will not approve the repair you authorized. They want the repair done correctly, which means removing the tape and replacing it with new tape.

Please review.

Thank you,

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Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

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Alix Mongiat

Warranty Administrator

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