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**RE: Case Number 6593775 with VIN ending with T3445166 [ thread::BVkULZ64dM-msTeBoN7t9h8:: ]**

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OEM Warranty Pre-Authorization <warrantypreauth@lci1.com>  
To: "alix@dealer-advisors.com" <alix@dealer-advisors.com>

Wed, Mar 25, 2026 at 2:19 PM

Good afternoon, Alix,

Thank you for reaching out in regard to case # 6646282, VIN: # T3445166.

Thank you for the detailed information regarding the slide?out concerns, case numbers 6593775 and 6617491, and the diagnostic time already spent. We understand the dealership's goal is to complete this repair correctly and efficiently, and we appreciate the extensive troubleshooting the technician has already performed.

At this stage, we do need to clarify the OEM responsibilities so that the correct party can advise on the correct components:

The slide mechanism and controller are Lippert's product; however, the fuse/circuit breaker selection, rating, and integration into the RV's 12V distribution system are installed and specified by the OEM (Grand Design).

Because of this, Lippert cannot provide direction regarding:

- Increasing fuse or breaker size
- Replacing OEM?installed fuse panels
- Modifying wiring gauge or routing
- Deviating from the OEM's electrical protection strategy

Any recommendation to upsize a fuse without OEM approval could create an unsafe condition and would fall outside our design authority.

For this reason, guidance on fuse sizing, distribution panel replacement, and conductor upgrades must come directly from Grand Design.

Before any mechanical or electrical assumptions can be made, we need to address the **voltage reading of 11.3V** noted during testing. This level indicates the system is functioning below the minimum threshold required for correct slide operation.

To proceed, please provide the following:

- The *exact error code* previously observed at the controller
- Battery?side voltage readings:
  - At rest (no load)
  - During slide operation (under load)
  - without shore power or any additional charging sources

Because voltage and amperage must work together, insufficient voltage can cause:

- Higher amperage draw
- Premature fuse tripping
- Erroneous safety fault codes
- Controller misinterpretation of load conditions

The voltage issue must be fully resolved before determining whether a fuse value is appropriate.

To rule out any mechanical binding or excessive load on the slim?rack system, we need the following tolerance verification:

**Tolerance Requirements (Slim Rack System) 8 photos required**

**1. Wall?to?column measurement:**

- $3\ 7/8" \pm 1/8"$

**2. Measurement photos (8 total):**

- First set of 4: Slide halfway extended (one at each rail corner)
- Second set of 4: Slide fully extended

**3. If any measurement falls outside  $3\ 7/8" \pm 1/8"$ :**

- Alignment must be corrected before continuing diagnostics

**4. Mid?stroke corrections:**

- When set halfway out, alignment should be corrected to exactly  $3\ 7/8"$

**5. Fully extended tolerance:**

- $3\ 7/8" \pm 1/8"$

Additionally, we will need the following information:

- Photos of rollers under the slide (if applicable)
- Photos of the parallel measurements horizontally
- Photos of parallel measurements vertically upper rack to lower rack; closest to the slide box opening and furthest.

Even small deviations can cause elevated motor load, triggering voltage drops and fuse failures.

Once we receive:

- Voltage readings
- Error code information
- Alignment measurement photos

...we can proceed with a full technical review on the Lippert side.

At this time, the electrical protection components (fuse value, panel condition, conductor sizing, and circuit design) remain under OEM authority. Any changes or approvals must come from Grand Design.

We are committed to supporting you with the slide mechanism itself and ensuring all Lippert-related components are operating correctly once the OEM electrical factors are confirmed.

Please send the requested measurements and data at your earliest convenience, and we will continue working with you toward resolution.

If you have any questions or concerns, please feel free to reply to this email or give us a call at 432-547-7378. Our customer service agents are available and ready to assist you Monday through Friday, from 8:00 AM to 5:30 PM Eastern Time.

*Here is the documentation to assist.*

*\*\*Please See Attachment(s)\*\**

Please reference your Lippert Case # to always assist you best.

Warm Regards,  
Gloria O.  
Lippert Customer Care Representative  
432-Lippert  
[www.lippert.com](http://www.lippert.com).

Business Accounts can place orders, view order history, tracking, and invoices through Lippert Business. [Login or request access here](#).  
For Return Requests, please email: [Returnsdepartment@lci1.com](mailto>Returnsdepartment@lci1.com)  
For all other support, connect with us through our [Contact Us](#) page.

----- Original Message -----

**From:** Alix Mongiat [[alix@dealer-advisors.com](mailto:alix@dealer-advisors.com)]  
**Sent:** 3/24/2026 2:51 PM  
**To:** [warrantypreauth@lci1.com](mailto:warrantypreauth@lci1.com)  
**Subject:** Case Number 6593775 with VIN ending with T3445166

Good afternoon,

I am reaching out because we requested repairs through Grand Design and they are denying them. The dealership contacted you by phone and discussed the issues.

The dealership originally requested to change the fuse because it was too small, however, Grand Design denied this request, instructing them to perform further diagnosis instead. The dealership then contacted LCI and conducted further testing. Nine and a half hours later, they reached basically the same conclusion: the fuse in the unit is too small and should be a 30-amp fuse.

Here is the original complaint/cause/correction:

Slide out is not working, only hear a click at board when pushing button.	The manufacturer used too small of a fuse. I ran the slide out at the very end, the 15 amp fuse popped.	I replaced the fuse with a resettable one, ran the slide in and at the very end the fuse clicked. There is no visible damage to any of the wiring and the fact that the fuse only pops when the motors are maxed out suggests too small of a fuse. Replaced the fuse with a 20 amp, ran the slide in and out and it didn't pop again. *There is no other fuse replacement code.
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Here are notes from this: "I took the fuse panel door off and the manufacturer cracked the fuse box in multiple spots when they installed it. We will need a new fuse box.

The wire for the slide is also tied into the refrigerator and from the box it goes into the floor. I inspected the wires and connections inside the unit and then i partially dropped the underbelly and inspected the wires and the both look good. I followed the wires up the ds and i found the controller tucked behind a drawer. The code the controller is flashing is telling me there is a battery fault. I replaced the fuse, ran the slide in and out and this time it didnt pop the fuse. I checked the controller and its not flashing anymore. I ran the slide in and out two more times and the 15 amp fuse didn't blow and no codes flashed on the controller. I ran the slide in a third time and the fuse popped.

Everything electrical is good so i thought maybe the slide is binding. There are some metal shavings in between the teeth so i cleaned them out and lubed them. I took the inner columns down so i could inspect the motors and the rear side is so close to the wall i can't get my drill past the fascia. Once i got the motors exposed i took them out and inspected them. The slide moves pretty easy manually so its not binding up anywhere.

Im not finding any issues so i called LCI to try to get some more information on the slim racks and tech support had me check voltage at the controller without the unit plugged in and the voltage dropped to 11.3 volts. I mentioned the 15 amp fuse that i said was an issue before and tech support instantly started questioning why the manufacturer used such a small fuse and said it should be bigger. If the manufacturer could give me a direction so i dont waste anymore of my time that would be great. "

"The wiring that grand design ran is large enough to support a 20a fuse. If lippert requires a 30a fuse to the slide controller, we will need to run a larger gauge conductor to the controller."

There is some miscommunication here and the dealership wants to complete this repair. It looks like we have two different case numbers; 6593775 was the one given to the dealership (Greenway RV) and 6617491 which was used in the emails with Grand Design.

Please provide guidance on this as the tech has 9.5 hours on this.

Thank you,

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**Alix Mongiat**

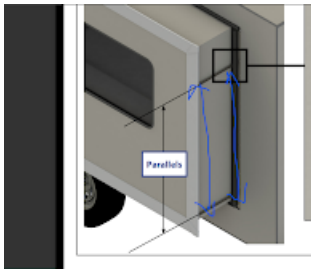
Warranty Administrator  
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906.201.2399

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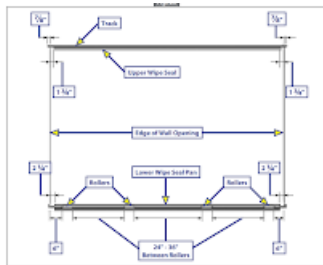
thread::BvKULZ64dM-msTeBoN7t9h8::

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#### 4 attachments



**slimrack parallels.png**  
205K



**Rollers.png**  
78K



**slimrack tolerances.png**  
547K

 **OEM auto-program install manual.pdf**  
7977K