



Fwd: 00836529: pre-auth 807850

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

Wed, Aug 27, 2025 at 9:45 AM

----- Forwarded message -----

From: **Grand Design RV Customer Service** <customerservice@granddesignrv.com>
Date: Wed, Aug 27, 2025, 9:42 AM
Subject: 00836529: pre-auth 807850
To: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>
Cc: antonjeff79@gmail.com <antonjeff79@gmail.com>, warranty@granddesignrv.com <warranty@granddesignrv.com>

Customer states that you have tried to buff these out. Per the photos provided, and sent to our fiberglass specialist, the photos don't show where this has been tried to be buffed out per his advisement. Please use the following compound and buff these out if they cannot be removed using either mineral spirits or alcohol. Preauth this was submitted on is PA 807850

The reference number provided here is just to document your concerns. This is not a guarantee of warranty coverage

If you have other concerns with your unit not pertaining to this case, please call 574-825-9679 or email customerservice@granddesignrv.com. Thank you.

Best Regards,
Kindra Wise
Retail Service Manager
Grand Design RV
[5200 Hoffman St.](https://www.granddesignrv.com)
[Elkhart, IN 46516](https://www.granddesignrv.com)
Office: 574-825-9679
Fax: 574-825-9249
Email: customerservice@granddesignrv.com
www.granddesignrv.com

Please return parts to:
Kindra Wise
(Case#)
[5200 Hoffman St.](https://www.granddesignrv.com)
[Elkhart, IN 46516](https://www.granddesignrv.com)

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