



Alix Mongiat <alix@dealer-advisors.com>

Fwd: 807850

Sonya Gallagher <sgallagher@granddesignrv.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Tue, Aug 19, 2025 at 2:00 PM

Alix,

Per my manager this will remain denied.

Lack of maintenance and Failed repair attempt (floor) not authorized by the manufacturer.

Sonya Gallagher

Dealer Relations Rep | Grand Design RV

11356 CR 2

Middlebury, IN 46540

P: 888-825-2820

F: 574-825-9249

From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Tuesday, August 19, 2025 11:30 AM
To: Sonya Gallagher <sgallagher@granddesignrv.com>
Subject: Re: [EXTERNAL] Re: 807850

Good morning,

The dealership is wondering why this would not fall under the 3 year structural warranty.

Thank you,

On Fri, Aug 15, 2025 at 9:09 AM Sonya Gallagher <sgallagher@granddesignrv.com> wrote:

Alix,

Yes, this has been denied after 2nd review by my manager and the service shop manager. I had already approved the touchpad as a courtesy so that will still stay approved. My apologies for the delay.

Sonya Gallagher

Dealer Relations Rep | Grand Design RV

11356 CR 2

Middlebury, IN 46540

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From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Thursday, August 14, 2025 12:28 PM
To: Sonya Gallagher <sgallagher@granddesignrv.com>
Subject: Re: [EXTERNAL] Re: 807850

Hi,

Can you provide an update on this? It looks like it was denied in Grand Design.

Thanks,

On Mon, Aug 11, 2025 at 5:05 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good evening,

Attached is the estimate that was requested.

Thanks,

On Thu, Aug 7, 2025 at 12:03 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

I have given the dealership this information.

Thank you.

On Thu, Aug 7, 2025 at 11:19 AM Sonya Gallagher <sgallagher@granddesignrv.com> wrote:

Alix,

My body shop manager Matt Massengill would like your service manager to call him to go over this issue.
574-240-9528 Ext 1227.

Thank you,

Sonya Gallagher

Dealer Relations Rep | Grand Design RV

11356 CR 2

Middlebury, IN 46540

P: 888-825-2820

F: 574-825-9249

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

Sent: Thursday, August 7, 2025 10:33 AM

To: Sonya Gallagher <sgallagher@granddesignrv.com>; Warranty <warranty@granddesignrv.com>

Subject: Re: [EXTERNAL] Re: 807850

Hello,

Following up on this as we have been wanting to get this fixed properly for months now.

Thanks,

On Mon, Aug 4, 2025 at 9:39 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Hello,

Following up on this.

Thanks.

On Thu, Jul 31, 2025 at 10:59 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Hello,

This is from the owner of Greeneway-

"I was a body and paint guy for years before I came to the dealership. While it is possible this was a residue of some sort, it has etched deep into the gel coat. there is nothing to wipe off. buffing wont take it out either. wetsanding and buffing may, but it will level out the texture of the gelcoat and there will then be smooth lines. This unit needs to be painted or have the sidewalls replaced."

Thanks,

On Thu, Jul 31, 2025 at 9:49 AM Sonya Gallagher <sgallagher@granddesignrv.com> wrote:

Alix,

I just wanted to touch base and see if you were able to get the residue off the unit. The customer called in this morning to customer service and is stating nothing is working. Let me know if you need anything else from us. We may have to send out an SRT to look at the unit.

Sonya Gallagher

Dealer Relations Rep | Grand Design RV

11356 CR 2

Middlebury, IN 46540

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F: 574-825-9249

From: Sonya Gallagher
Sent: Friday, July 25, 2025 8:25 AM
To: Alix Mongiat <alix@dealer-advisors.com>
Subject: RE: [EXTERNAL] Re: 807850

Alix,

My apology I was off yesterday. Matt, my body shop manager is saying that this is residue from the plastic cover that lamination puts on the unit during the production process. He states that you can use a cleaner called M600 (attached a photo), paint thinner or mineral spirits to get it off. Let me know if you have any questions.

Have a great Friday!

Sonya Gallagher

Dealer Relations Rep | Grand Design RV

11356 CR 2

Middlebury, IN 46540

P: 888-825-2820

F: 574-825-9249

From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Thursday, July 24, 2025 1:26 PM
To: Sonya Gallagher <sgallagher@granddesignrv.com>
Subject: Re: [EXTERNAL] Re: 807850

Hello,

Any update yet?

Thank you.

On Tue, Jul 22, 2025 at 1:56 PM Sonya Gallagher <sgallagher@granddesignrv.com> wrote:

Alix,

My apology for the delay I was waiting on my body shop manager to get back with me. He is going to be making a video in the morning of this repair on a similar unit and will let me know so that I can see how it is done. I will get you this information tomorrow.

Thank you for your patience,

Sonya Gallagher

Dealer Relations Rep | Grand Design RV

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Middlebury, IN 46540

P: 888-825-2820

F: 574-825-9249

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

Sent: Tuesday, July 22, 2025 12:54 PM

To: Sonya Gallagher <sgallagher@granddesignrv.com>

Subject: Re: [EXTERNAL] Re: 807850

Hello,

Can you please provide an update?

Thanks,

On Mon, Jul 21, 2025 at 9:43 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good morning,

Is there any update on this?

Thank you,

On Wed, Jul 16, 2025 at 11:40 AM Sonya Gallagher <sgallagher@granddesignrv.com> wrote:

Alix,

I have sent your email to my body shop manager and will let you know what repairs should be done now.

Thank you for your patience,

Sonya Gallagher

Dealer Relations Rep | Grand Design RV

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Middlebury, IN 46540

P: 888-825-2820

F: 574-825-9249

From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Tuesday, July 15, 2025 2:20 PM
To: Sonya Gallagher <sgallagher@granddesignrv.com>
Subject: Re: [EXTERNAL] Re: 807850

Hello,

The dealership had a body shop near them try to buff this out already and it did not work, buffing the unit is not the solution. The imperfection is deep in the gelcoat, buffing only works on surface imperfections.

We need another solution to this.

Thank you,

On Tue, Jul 15, 2025 at 11:15 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Thank you. I have let the dealership know.

On Tue, Jul 15, 2025 at 11:14 AM Sonya Gallagher <sgallagher@granddesignrv.com> wrote:

Alix,

Yes, can approve 2hrs labor.

Sonya Gallagher

Dealer Relations Rep | Grand Design RV

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Middlebury, IN 46540

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F: 574-825-9249

From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Tuesday, July 15, 2025 11:11 AM
To: Sonya Gallagher <sgallagher@granddesignrv.com>
Subject: [EXTERNAL] Re: 807850

Hello,

Are you wanting the dealership to try this on the unit? If so, how much labor time are you approving for this?

Thank you,

On Mon, Jul 14, 2025 at 4:59 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Thank you. I have let the dealership know.

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

From: **Greeneway Warranty** <greeneway@dealer-advisors.com>
Date: Mon, Jul 14, 2025 at 3:53 PM
Subject: Fwd: 807850
To: Alix Mongiat <alix@dealer-advisors.com>

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

From: **Sonya Gallagher** <sgallagher@granddesignrv.com>
Date: Mon, Jul 14, 2025, 3:27 PM
Subject: 807850
To: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>

Attached is the recommended polish for the sidewall repair that my body shop manager uses.

If you have any questions, please let me know.

Thank you,

Sonya Gallagher

Dealer Relations Rep | Grand Design RV

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