



Alix Mongiat <alix@dealer-advisors.com>

Fwd: Grand Design PA 816569 VIN 573TM3429P1219194 Happi Jack [thread::fFEZ79GycM2ADDehHINlbB8::]

2 messages

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

Mon, Oct 21, 2024 at 1:54 PM

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

From: **Tyler Brian** <tbrian@lci1.com>
Date: Mon, Oct 21, 2024, 12:16 PM
Subject: RE: Grand Design PA 816569 VIN 573TM3429P1219194 Happi Jack [thread::fFEZ79GycM2ADDehHINlbB8::]
To: jhamilton@granddesignrv.com <jhamilton@granddesignrv.com>, greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>

Good Day,
Reaching out to attempt to make contact with someone at the service dept so we can connect to discuss the operation issues of the Happijac bed lift.

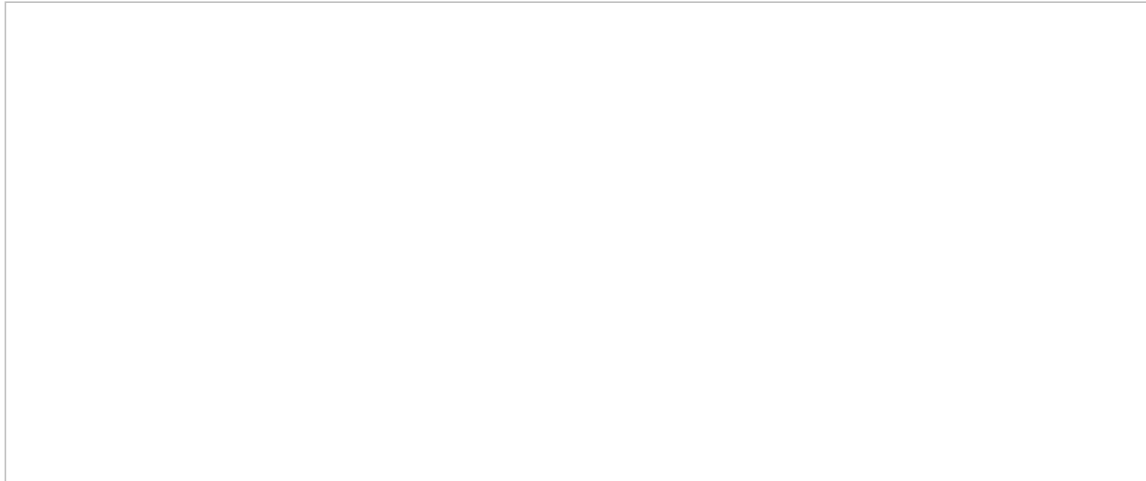
John,
If you have a different contact email for the dealer, please forward this to them so we can get them taken care of.

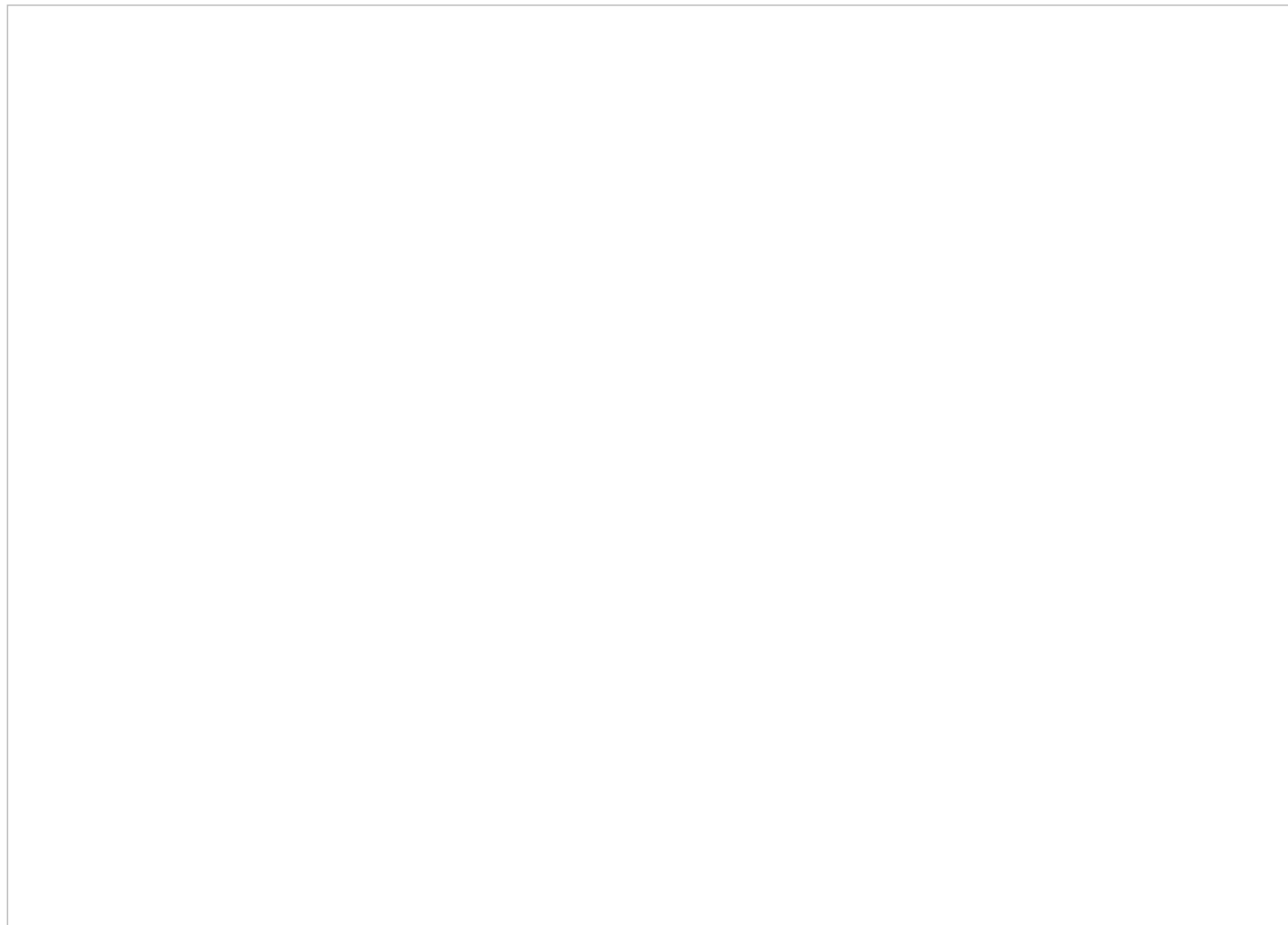
Thanks
Tyler Brian
Happijac Tech / Warranty Manager

Lippert

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

From: John Hamilton [jhamilton@granddesignrv.com]
Sent: 10/18/2024 6:32 AM
To: customerservice@lci1.com
Subject: Grand Design PA 816569 VIN 573TM3429P1219194 Happi Jack





Thank you,

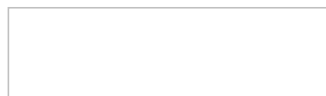
John Hamilton

Dealer Relations

Grand Design RV

888-825-2820--Phone

574-825-9249—Fax



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thread::fFEZ79GycM2ADDehHINlbB8::

4 attachments

PROBLEM	Switch on the fuses (jack is bent, front left one) coming from the rear of the wall
CAUSE	If you're looking at the text, the locking tag on the 25 is bent. The whole mechanism is bent/broken because the middle bar gets bent. But from the top it seems to be stable and jump eventually - measured the distance between the steel bars and they are exactly the same. The middle bar is bent, which I can't see. I can't see the shafts and that ribs on the back side of it. I pressed up light against the rear wall and front one just making contact.
SOLUTION	Send manufacturer guidance

image001.png
21K

[illegible]

image002.png
54K



image003.png
17K

PROBLEM	Switch on the frigate light is bent. Boat left on tacking from the star of the wind
CAUSE	If you're looking at the text, the tacking log on the 20 is bent. The entire conclusion is bent and indicates when the tacking log gets the Star Star from the Star it starts to change and jump around - measured on the distance between the star and the log and they are exactly the same distance. When I look at the chart, I can see that the star and the tacking log on the back side of it is printed up right against the star and the bent one bent tacking control.
REMARKS	Need manufacturer guidance

image001.png
21K

Alix Mongiat <alix@dealer-advisors.com>
To: Anna Freeman <afreeman@greenewayrv.com>

Mon, Oct 21, 2024 at 2:01 PM

[Quoted text hidden]

Alix Mongiat
Warranty Administrator
iClaims Services
www.iclaimsservices.com
906.201.2399
A Route 66 RV Network Affiliate

3 attachments

[illegible]

image001.png
21K

image002.png
54K

