



Alix Mongiat <alix@dealer-advisors.com>

Pre-Auth #816569

John Hamilton <jhamilton@granddesignrv.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Fri, Dec 13, 2024 at 3:59 PM

Good Afternoon,

Thank you for sending this over.

Management approved an additional hour. PA has been updated from 7.0 to 8.0 hours.

Thank you,

John Hamilton

Dealer Relations

Grand Design RV

888-825-2820--Phone

574-825-9249—Fax

THANKSGIVING CLOSURES:

Nov 27 Closing at noon
Nov 28 & 29 Closed for the Thanksgiving Holiday

CHRISTMAS CLOSURES:

Dec 24 Closing at noon
Dec 25 & 26 Closed for the Christmas Holiday

NEW YEAR'S CLOSURES:

Dec 31 Closing at noon
Jan 1 & 2 Closed for the New Year's Holiday



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From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Friday, December 13, 2024 1:07 PM
To: Warranty <warranty@granddesignrv.com>
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>; Stephanie Kendziorski <stephanie@dealer-advisors.com>
Subject: [EXTERNAL] Re: Pre-Auth #816569

Hello,

I am following up on this email, we have not received a response.

Thank you,

On Wed, Dec 11, 2024 at 4:11 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good evening,

We are needing to request more time for 510018 on Pre-Auth 816569. The technician has completed the roof reseal and is currently at 4 hours of labor time. They are still needing to replace 2 ceiling panels, R&I two batten strips, two pieces of quarter round, two lights, two A/C ducts, and a ceiling speaker. Holes for said items will need to be cut into the new ceiling panels and braces will need to be added for the attachment of the new ceiling panels due to it not being sturdy any longer due to the water damage. The technician is seeking an additional 6 to 10 hours of labor time.

Thank you,

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Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

A Route 66 RV Network Affiliate

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Alix Mongiat

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