



Alix Mongiat <alix@dealer-advisors.com>

---

## PA 821173

---

**Cassi Crane** <ccrane@granddesignrv.com>  
To: Alix Mongiat <alix@dealer-advisors.com>

Fri, Apr 25, 2025 at 8:50 AM

Alix

Please have your technician reach out to our Sight Call Team on guidance on how to repair – They will need to be at the unit so they can video conference in to see what the issues are

---

**From:** Alix Mongiat <alix@dealer-advisors.com>  
**Sent:** Thursday, April 24, 2025 2:38 PM  
**To:** Cassi Crane <ccrane@granddesignrv.com>  
**Subject:** Re: [EXTERNAL] PA 821173

Hello,

Following up on this so we can get this completed.

Let us know how to proceed.

Thanks.

On Tue, Apr 22, 2025 at 9:23 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Yes, both of the adjustments were made and the issue still persists.

Thank you,

On Tue, Apr 22, 2025 at 8:52 AM Cassi Crane <ccrane@granddesignrv.com> wrote:

This would need the vertical and horizontal adjustments on the slides were both completed ?

---

**From:** Alix Mongiat <alix@dealer-advisors.com>  
**Sent:** Monday, April 21, 2025 11:30 AM  
**To:** Warranty <warranty@granddesignrv.com>  
**Subject:** [EXTERNAL] PA 821173

Good morning,

Per the notes from Grand Design on this PA, the tech is supposed to shim the rollers. The tech has notified us that there are no rollers on this unit.

Please advise.

Thanks,

*Alix Mongiat*

Warranty Administrator

iClaims Services

[www.iclaimsservices.com](http://www.iclaimsservices.com)

A Route 66/RVSurance Affiliate Company

906.201.2399

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

**CAUTION: This email originated from outside of the organization!**

**DO NOT follow guidance, click links, or open attachments unless the email is expected and/or you trust the sender.**

This electronic transmission and any documents accompanying this electronic transmission contain confidential information belonging to the sender. This information may be legally privileged. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on or regarding the contents of this electronically transmitted information is strictly prohibited.

--

*Alix Mongiat*

Warranty Administrator

iClaims Services

[www.iclaimsservices.com](http://www.iclaimsservices.com)

A Route 66/RVSurance Affiliate Company

906.201.2399

|

--

*Alix Mongiat*

Warranty Administrator

iClaims Services

[www.iclaimsservices.com](http://www.iclaimsservices.com)

A Route 66/RVSurance Affiliate Company

906.201.2399

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.