



Alix Mongiat <alix@dealer-advisors.com>

Claim #820248

18 messages

Alix Mongiat <alix@dealer-advisors.com>

Fri, Nov 1, 2024 at 5:05 PM

To: Claims <claims@granddesignrv.com>

Cc: Ashlee Olsen <ashlee@dealer-advisors.com>, Stephanie Kendziorski <stephanie@dealer-advisors.com>

Good afternoon,

We see that claim #820248 has been denied. This claim falls under the TSB. Please advise how that would no longer be valid if it is a known TSB.

Thank you,

--

Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

A Route 66 RV Network Affiliate

Claims <claims@granddesignrv.com>

Mon, Nov 4, 2024 at 8:58 AM

To: Alix Mongiat <alix@dealer-advisors.com>, Jerry Weaver <jweaver@granddesignrv.com>

Cc: Ashlee Olsen <ashlee@dealer-advisors.com>, Stephanie Kendziorski <stephanie@dealer-advisors.com>

Good morning,

This is a pre-auth.

Jerry,

Could you assist Alix with is question?

Thank you,

Christine Weist

Warranty Assistant Manager

Grand Design RV

11356 CR2

Middlebury, IN 46540

888-825-2820

574-825-9249 – fax

cweist@granddesignrv.com

www.granddesignrv.com

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Alix Mongiat <alix@dealer-advisors.com>

Tue, Nov 5, 2024 at 10:15 AM

To: Claims <claims@granddesignrv.com>

Cc: Jerry Weaver <jweaver@granddesignrv.com>, Ashlee Olsen <ashlee@dealer-advisors.com>, Stephanie Kendziorski <stephanie@dealer-advisors.com>

Good morning,

I am following up on this as we haven't received a response yet.

Thank you,

[Quoted text hidden]

Stephanie Kendziorski <stephanie@dealer-advisors.com>

Tue, Nov 5, 2024 at 10:34 AM

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

TSBs usually only last the life of the warranty. If the warranty is expired, that may be why they denied it. I didn't look at the warranty expiration when we were working on it, so I can't remember if it was or not.



Virus-free. www.avast.com

[Quoted text hidden]

Alix Mongiat <alix@dealer-advisors.com>

Tue, Nov 5, 2024 at 10:36 AM

To: Stephanie Kendziorski <stephanie@dealer-advisors.com>

I think it is expired. I'll double check in a little while when I get back to the computer.

Thanks!

Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

A Route 66 RV Network Affiliate

[Quoted text hidden]

Danielle White <dwhite@granddesignrv.com>
To: Alix Mongiat <alix@dealer-advisors.com>
Cc: Jerry Weaver <jweaver@granddesignrv.com>

Tue, Nov 5, 2024 at 11:46 AM

Hello,

Jerry, please review and contact this dealer in regard to PA 820248.

Alix, please in future specify if it is a claim or a Pre-Auth.

Thank you all.

Danielle White

Dealer Portal / Claims Representative

Grand Design RV

11356 County Road 2

Middlebury, IN 46540

Fax: 574-825-9249

dwhite@granddesignrv.com

www.granddesignrv.com

888-825-2820

574-825-9249 – fax

dwhite@granddesignrv.com

[Quoted text hidden]

Alix Mongiat <alix@dealer-advisors.com>
To: Stephanie Kendziorski <stephanie@dealer-advisors.com>

Tue, Nov 5, 2024 at 11:48 AM

Oh yes, long expired. Looks like Warranty expired in 2021.

[Quoted text hidden]

Stephanie Kendziorski <stephanie@dealer-advisors.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Tue, Nov 5, 2024 at 12:03 PM

My only thought would be to see if they (dealer) wanted to attempt for a Goodwill since the customer had issues with it before.

[Quoted text hidden]

Alix Mongiat <alix@dealer-advisors.com>

Wed, Nov 6, 2024 at 8:22 AM

To: Claims <claims@granddesignrv.com>

Cc: Jerry Weaver <jweaver@granddesignrv.com>, Ashlee Olsen <ashlee@dealer-advisors.com>, Stephanie Kendziorski <stephanie@dealer-advisors.com>

Good morning,

We have yet to receive a response on this. Will you please consider goodwill this as the customer had previous issues with it as well?

Thank you,

On Tue, Nov 5, 2024 at 10:15 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

[Quoted text hidden]

[Quoted text hidden]

Michael Shearer <mshearer@granddesignrv.com>

Wed, Nov 6, 2024 at 8:54 AM

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

Cc: Christine Weist <cweist@granddesignrv.com>, Danielle White <dwhite@granddesignrv.com>

Alix,

Good morning. I see in our records there was a slide out mech changed preciously Pre-Auth 465477. Can you please let me know if this is the same slide?

Thanks,

Michael Shearer

Grand Design Warranty Manager

11356 CR 2

Middlebury, IN 46540

Phone: 574-825-6264 ext. 1199

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

Sent: Wednesday, November 6, 2024 8:23 AM

To: Claims <claims@granddesignrv.com>

Cc: Jerry Weaver <jweaver@granddesignrv.com>; Ashlee Olsen <ashlee@dealer-advisors.com>; Stephanie Kendziorski <stephanie@dealer-advisors.com>

Subject: Re: [EXTERNAL] Claim #820248

Good morning,

We have yet to receive a response on this. Will you please consider goodwilling this as the customer had previous issues with it as well?

Thank you,

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

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

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

From: Danielle White <dwhite@granddesignrv.com>

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

Cc: Jerry Weaver <jweaver@granddesignrv.com>

Bcc:

Date: Tue, 5 Nov 2024 16:46:01 +0000

Subject: RE: [EXTERNAL] Claim #820248

Hello,

Jerry, please review and contact this dealer in regard to PA 820248.

Alix, please in future specify if it is a claim or a Pre-Auth.

Thank you all.

Danielle White

Dealer Portal / Claims Representative

Grand Design RV

11356 County Road 2

Middlebury, IN 46540

Fax: 574-825-9249

dwhite@granddesignrv.com

www.granddesignrv.com

888-825-2820

574-825-9249 – fax

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Sent: Tuesday, November 5, 2024 10:15 AM

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Cc: Jerry Weaver <jweaver@granddesignrv.com>; Ashlee Olsen <ashlee@dealer-advisors.com>; Stephanie Kendziorski <stephanie@dealer-advisors.com>

Subject: Re: [EXTERNAL] Claim #820248

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Jerry,

Could you assist Alix with is question?

Thank you,

Christine Weist

Warranty Assistant Manager

Grand Design RV

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

Sent: Friday, November 1, 2024 5:06 PM

To: Claims <claims@granddesignrv.com>

Cc: Ashlee Olsen <ashlee@dealer-advisors.com>; Stephanie Kendziorski <stephanie@dealer-advisors.com>

Subject: [EXTERNAL] Claim #820248

Good afternoon,

We see that claim #820248 has been denied. This claim falls under the TSB. Please advise how that would no longer be valid if it is a known TSB.

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Alix Mongiat

Warranty Administrator

iClaims Services

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906.201.2399

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--
Alix Mongiat

Warranty Administrator


iClaims Services

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906.201.2399

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 **RE: [EXTERNAL] Claim #820248.eml**
31K

Michael Shearer <mshearer@granddesignrv.com>
To: Alix Mongiat <alix@dealer-advisors.com>

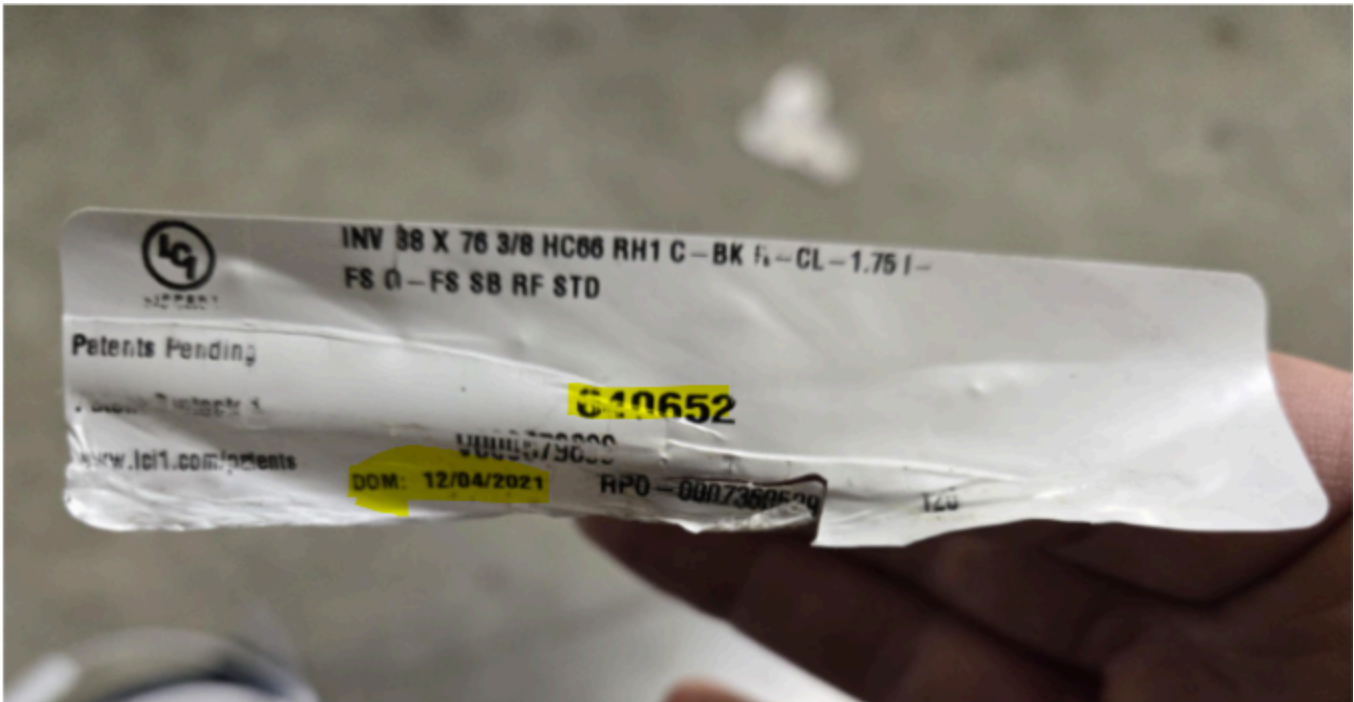
Wed, Nov 6, 2024 at 9:49 AM

Alix,

After doing some digging, the tag the dealer provided on PA# 820248 matches the part number claimed on Claim# 513423. Per the BOM, the original PN for this slide would have been PN:640376, the replacement PN is 640652, which is what was claimed.

The dealer provided the tag below on PA# 820248. This unit's offline date is 8/24/2020. The tag's date is 12/4/2021, which is after the offline date. The PN listed on the tag below is also the replacement part number that was claimed on Claim# 513423. It appears this new PA is for the same slide they had already replaced.

Please advise.



Thank you,
[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Wed, Nov 6, 2024 at 11:09 AM

Hey! I would probably give them a call today. Obviously they're putting us on the backburner & ignoring our attempts to get this moving forward.

Thanks for being persistent!
[Quoted text hidden]

--
Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
208.716.2887
[Quoted text hidden]

Alix Mongiat <alix@dealer-advisors.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Wed, Nov 6, 2024 at 11:13 AM

GD has been in touch with me a couple of times today, I am actually waiting on a response from Greenway right now.

Thanks!
[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Wed, Nov 6, 2024 at 11:14 AM

Oh good!
[Quoted text hidden]

Jerry Weaver <jweaver@granddesignrv.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Wed, Nov 6, 2024 at 4:20 PM

What TSB are you speaking about on this one?

Thank you,

Jerry Weaver

Dealer Relations Representative

888-825-2820

574-825-9249 – Fax

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

Sent: Wednesday, November 6, 2024 8:23 AM

To: Claims <claims@granddesignrv.com>

[Quoted text hidden]

[Quoted text hidden]

Alix Mongiat <alix@dealer-advisors.com>
To: Jerry Weaver <jweaver@granddesignrv.com>

Wed, Nov 6, 2024 at 5:19 PM

It is attached to the claim in the system, but here it is again.

Thank you,

[Quoted text hidden]

 **LCI TSB.pdf**
5674K

Alix Mongiat <alix@dealer-advisors.com>
To: Jerry Weaver <jweaver@granddesignrv.com>

Thu, Nov 7, 2024 at 11:32 AM

Hello,

Yes, we did replace the schwintek system prior under that claim number. However, the schwintek system that we ordered and installed was ordered in November of 2021 and installed March of 2022 which would/should put the part still in that warranty recall time frame.

Thank you,

[Quoted text hidden]

Jerry Weaver <jweaver@granddesignrv.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Thu, Nov 7, 2024 at 12:47 PM

Approved-Thank you--Have a great day!!!!

[Quoted text hidden]