



Claim 950659

Mary Lou Springer <mspringer@granddesignrv.com> Fri, Dec 12, 2025 at 12:50 PM
To: Alix Mongiat <alix@dealer-advisors.com>, Claims <claims@granddesignrv.com>

Hello Alix ,

The claim was processed correctly. If you add up the amounts on your invoice it's more than the billed amount. However, if you subtract the handling/packaging from the shipping and then take that amount plus the parts costs and handling you will get the correct amount.

Our parts department is workings with our IT department to get this issue resolved and are aware of the issue.

Invoice

1471891 1127 Greeneway RV Sales & Service

PAID IN FULL

Credit

Renew

Actions

StickyNotes

New

Primary Information

INVOICE #
1471891

DEALER
1127 Greeneway RV Sales & Service

INVOICE DATE
8/29/2025

DUE DATE
9/28/2025

PO #
123198

MEMO
268-1291158

VIN
573TE2527T3443987

UNIT MODEL
IM21MBE-2026 21MBE

UNIT MILEAGE

PRE-AUTHORIZATION

Summary

SUBTOTAL	22.82
DISCOUNT	
TAX	0.00
SHIPPING COST	14.40
PACKAGING FEE	3.42
TOTAL	40.64
BALANCE DUE	0.00

Sales Information

Thank you 😊

Respectfully,

Mary Lou
Mary Lou Springer
Warranty Claims Processor
11356 CR 2
Middlebury, IN 46540
Phone : 574-825-9679
Fax: 574-825-9249

Wednesday December 24th our offices will close at 12noon in observance of the birth of Jesus and will remain closed until Monday December 29th at 8am.

Wednesday December 31st our offices will close at 3pm in observance of the New Year and we will reopen on Monday January 5th at 8am.

**We want to wish you and your family a Very Merry Christmas & Happy New Year!
May 2026 bring many blessings and peace**



[Quoted text hidden]

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