



Alix Mongiat <alix@dealer-advisors.com>

PA 903049

Rodney Jarnagin <rjarnagin@granddesignrv.com>
To: Alix Mongiat <alix@dealer-advisors.com>
Cc: Chris Balderrama <chris@dealer-advisors.com>

Wed, Nov 5, 2025 at 8:58 AM

Hello Alix,

I reviewed it again and with mgmt, and the 2.5 is all that will be given on the auth.

Thank You

Rodney Jarnagin

Dealer Relations Representative

Grand Design RV

5200 Hoffman Street

Elkhart, IN 46516

P: 574-825-6264

F: 574-825-9249



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From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Tuesday, November 4, 2025 11:45 AM
To: Rodney Jarnagin <rjarnagin@granddesignrv.com>
Cc: Chris Balderrama <chris@dealer-advisors.com>
Subject: Re: [EXTERNAL] PA 903049

Good morning Rodney,

The customer would like this fixed and they are asking that Grand Design fixes the unit.

Thank you,

On Tue, Nov 4, 2025 at 9:00 AM Rodney Jarnagin <rjarnagin@granddesignrv.com> wrote:

Hello Alix,

As you know squeaks will happen in a trailer as this is normal. The time given on line 5 will stay.

Thank You

Rodney Jarnagin

Dealer Relations Representative

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

Sent: Friday, October 31, 2025 1:13 PM

To: Warranty <warranty@granddesignrv.com>

Subject: [EXTERNAL] PA 903049

Good afternoon,

Regarding line 5: We will have to see how the manufacturer wants us to proceed further to fix the squeak.

I put floor jacks in the middle of the frame to see if that will help the squeak and it does but it's still not 100% gone. The only other option is to remove the bedroom and bathroom doors, cut the ceiling panel along both walls and remove the panel completely and we can see what's going on. We will have to get some of the molding that hides the wall and ceiling seam.

6-8 hours depending on what will have to get fixed in the ceiling.

Thanks,

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Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

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Alix Mongiat

Warranty Administrator

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