



PA 926839

Alix Mongiat <alix@dealer-advisors.com>

Thu, Mar 5, 2026 at 8:18 AM

To: Rodney Jarnagin <rjarnagin@granddesignrv.com>, Warranty <warranty@granddesignrv.com>

Good morning,

I am following up on this again. The dealer requests one additional hour to replace the control box circuit board in order to completely rectify the issue.

I understand that e-mail is not a preferred method of contact; however, this is the only way we can make these requests because we cannot edit a PA once it has been approved.

If you could put the PA back in pending, we can update it in Grand Design's system. Otherwise, the lack of response is delaying the customer's unit.

Thank you,

On Wed, Mar 4, 2026 at 8:40 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good morning,

I am following up on this as the dealership is waiting for approval before they are able to get this work completed for the customer.

Thanks,

On Mon, Mar 2, 2026 at 2:00 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good afternoon Rodney,

The dealership is asking for an additional hour to replace the control box circuit board as well. This is needed to completely rectify the concern.

Thank you,

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Alix Mongiat

Warranty Administrator

iClaims Services

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