

PA 840461

Christine Weist <cweist@granddesignrv.com>  
To: Alix Mongiat <alix@dealer-advisors.com>  
Cc: Michael Shearer <mshearer@granddesignrv.com>, Rodney Jamagin <rjamagin@granddesignrv.com>

Wed, Feb 26, 2025 at 10:05 AM

Good Morning Alix,

I was reviewing your reapproval request, and this is what I found.

1. The original PA# 646832 was approved on 2/24/23. This is well outside of the reapproval guidelines for reapproving pre-auths.
2. The customer didn't purchase the unit until 5/23/23. That would have given your dealership 3 months to order parts and complete the repairs on the unit before the customer purchased the unit.
3. "We did not get all of the parts in until August and by that time the customer had been traveling with the unit and would not be bringing the unit in until the end of the season as he was out of state." I looked into your Sales Orders, and I see that the part that you stated was received in August, was ordered twice, once in March and again in August. Then an RA was filed with the parts department by your dealership on the order that was ordered and shipped in August, stating "Return for credit / Full reimbursement / RTS / DUPLICATE ORDER."

DATE	DOCUMENT NUMBER	NAME *	MEMO	AMOUNT	STATUS
6/2/2022	824669	1127 Greenway RV Sales & Service		45,940.00	Billed
3/3/2023	936585	1127 Greenway RV Sales & Service	UPDATED TO CORRECT PART NUMBERS	574.48	Billed
8/11/2023	1008017	1127 Greenway RV Sales & Service		503.68	Billed
10/13/2023	1038037	1127 Greenway RV Sales & Service		57.13	Billed
10/13/2023	1038044	1127 Greenway RV Sales & Service		181.30	Billed
12/5/2024	1197398	1127 Greenway RV Sales & Service	161-1197398	317.35	Billed
1/6/2025	1205621	1127 Greenway RV Sales & Service	436-1205621	49.53	Billed

**At this time, the denial for your reapproval request will remain denied without the option to submit for coverage at a later date.**

Thank you,

**Christine Weist**

Warranty Assistant Manager

Grand Design RV

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