



Pre-Auth 887096

Alix Mongiat <alix@dealer-advisors.com>

Tue, Jan 27, 2026 at 8:43 AM

To: Ashley Batiste <abatiste@granddesignrv.com>, Warranty <warranty@granddesignrv.com>

Hello,

No response or update on the PA itself in Grand Design is causing a delay for this customer's repair.

Thanks,

On Wed, Jan 21, 2026 at 12:50 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good afternoon,

Following up again as the dealership is waiting on a response to proceed with the repairs.

Thanks,

On Mon, Jan 19, 2026 at 8:40 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good morning,

I wanted to follow up on this as the dealership is still waiting for a response.

Thanks,

On Wed, Jan 14, 2026 at 10:34 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good morning,

No response on this or the PA in Grand Designs system is causing a delay for the repair.

Please update the PA in Grand Designs system to reflect the repair being completed as stated in Matt and the technicians notes;

On line 1; job 170034, the dealership is needing to request 8 hours of labor. Here are the update technician notes along with notes from the owner of Greeneway, Matt:

"unit in shop more pics and measurements taken i tried shaving exterior siding to straightened slides seal i also removed interior fascia again and used used porto power try to square slide i also made corner brackets out of wood to hold slide into place still no differents inside of slide is out of square that why when slide is fully extended there more gap on one side than other the slide is sealing but customer just worried about ripping off seal in order to fix the the slide will have to be dis assembled and reframed correctly or what other ideas do mf has the slide out opening is 148 5/8 and slide out is 146 1/4"

Per Matt, we will need to remove the slide out, remove the roof, disconnect the slide wall, move the rear corner in slightly to make it square, then put the wall back on, put the roof back on, then reinstall the slide out. Will need to request 8 hours of labor.

Thank you.

On Mon, Jan 12, 2026 at 8:20 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good morning Ashley,

I wanted to follow up on this as the dealership is needing more time to complete the job as stated above. Matt, the owner of Greenway, has provided more information as to why the additional time is needed as well.

Thank you,

On Thu, Jan 8, 2026 at 12:24 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good afternoon Ashley,

On line 1; job 170034, the dealership is needing to request 8 hours of labor. Here are the update technician notes along with notes from the owner of Greenway, Matt:

"unit in shop more pics and measurements taken i tried shaving exterior siding to straightened slides seal i also removed interior fascia again and used used porto power try to square slide i also made corner brackets out of wood to hold slide into place still no different inside of slide is out of square that why when slide is fully extended there more gap on one side than other the slide is sealing but customer just worried about ripping off seal in order to fix the the slide will have to be dis assembled and reframed correctly or what other ideas do mf has the slide out opening is 148 5/8 and slide out is 146 1/4"

Per Matt, we will need to remove the slide out, remove the roof, disconnect the slide wall, move the rear corner in slightly to make it square, then put the wall back on, put the roof back on, then reinstall the slide out. Will need to request 8 hours of labor

Please review and approve as appropriate.

Thank you,

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Alix Mongiat

Warranty Administrator

iClaims Services

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