



Alix Mongiat <alix@dealer-advisors.com>

PA 887109

Warranty <warranty@granddesignrv.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Thu, Aug 14, 2025 at 11:47 AM

If you would like to add a separate line for decking , I have reopened preauth for you to do so. All other times and lines will remain as is.

Thanks

Tony Gary

Dealer Relations Representative

888-825-2820

574-825-2949-Fax

From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Wednesday, August 13, 2025 10:58 AM
To: Warranty <warranty@granddesignrv.com>
Subject: [EXTERNAL] PA 887109

Good morning,

We see that this was approved, however, we are not accepting the time approved or the one denied line.

Per the RVDA service flat rate manual, the roof replacement (including the R&I of all appliances/fixtures) is 1.5 hours per linear foot.

$22 \times 1.5 = 33$ hours

the roof decking runs 2 hours per sheet and we need to replace a minimum of 2 sheets

2x2= 4 hours

bringing the total to 37 hours.

Also, Line 1 was denied and I would like to go back after the .50 hours to reseal the areas that the technician needed to reseal. We had to remove the dicor on the fixtures to prove the cause of the leak and take pictures for warranty coverage, which was the manufacturer issue with installing screws. We then needed to reseal those areas so that the customer could still use the unit until the roof can be replaced this fall.

Thank you,

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Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

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