



Alix Mongiat <alix@dealer-advisors.com>

PA 918462

Alix Mongiat <alix@dealer-advisors.com>

Thu, Jan 8, 2026 at 8:58 AM

To: Cassi Crane <ccrane@granddesignrv.com>, Warranty <warranty@granddesignrv.com>

Good morning,

We sent this original request on Monday, and it is now Thursday.

Can we please get an update on this request? If this is under review, please let us know.

I don't want to keep sending follow up emails if it is under review and will be updated in a timely fashion, but I am getting zero responses so I want to be sure this doesn't get overlooked at Grand Design.

Thank you,

On Tue, Jan 6, 2026 at 10:24 AM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good morning Cassi,

I just wanted to follow up on this as the dealership is looking for a response.

If this is under review still, please let me know so I can relay this information to the dealership.

I appreciate your assistance with this.

Thanks,

On Mon, Jan 5, 2026 at 12:35 PM Alix Mongiat <alix@dealer-advisors.com> wrote:

Good afternoon Cassi,

On job 620005 on this PA the dealership is needing more time, ideally the requested amount of time.

Here is an update from them: That slideroom has a bunch of cabinetry in it that will require disassembly to detach from the floor. We will need to R&I the couch and the refer, possibly the oven. All of the interior fascia will need to be removed to hyper extend the room out of the slide opening. After that, the lower corner trims will need to be removed and the floor removed. At that point, the linoleum will have to be carefully removed to attempt to reuse it. A new floor will need to be manufactured and laminated with plywood, a taper be cut on the interior edge, laminated/wrapped with darco, linoleum installed, then reinstall the slide floor and exterior corner trims. The slide room will go back into the opening, reinstall fascias, reinstall couch and refer, possibly stove.

Please let us know if you can get the 28 hours requested approved for them.

Thank you!

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Alix Mongiat

Warranty Administrator

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