



Alix Mongiat <alix@dealer-advisors.com>

Fwd: claim 951546 - denied - not a GDRV part - drl WO 12818

Greeneway Warranty <greeneway@dealer-advisors.com>

Fri, Dec 19, 2025 at 2:16 PM

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

----- Forwarded message -----

From: **VCB** <VCB@granddesignrv.com>

Date: Fri, Dec 19, 2025, 2:11 PM

Subject: claim 951546 - denied - not a GDRV part - drl WO 12818

To: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>

Cc: Amanda Bennett <amanda.bennett@granddesignrv.com>

Good afternoon Greeneway advisors,

Please see attached picture of the faucet we received.

The following note has been added to the claim and denied.

GRAND DESIGN NOTES 12.18 the faucet returned is not familiar to us just because of the unfamiliar faucet stamp (see picture). It turns out the dealer replaced this faucet on CLAIM #921989 and did not get faucet from GDRV, therefore, this faucet is not under OUR warranty since we did not supply nor install it. IF you would like this faucet returned, please supply a return label to vcb@granddesignrv.com. We hold parts for 10 business days. THIS CLAIM IS DENIED. sm ==

A copy of claim #921989 / DEALER WORK ORDER 12036

Since we have already paid for the replacement of this faucet, the current claim as listed in the subject line is completely denied.

As stated in the GD note, please email a return label if you would like this one back.

Thank you

Have a nice day!

OUR OFFICES ARE CLOSED IN OBSERVANCE OF CHRISTMAS:

WEDNESDAY, DECEMBER 24 AT NOON

THURSDAY, DECEMBER 25, 2025 AND

FRIDAY, DECEMBER 26, 2025

ALSO CLOSED THURSDAY JANUARY 1, 2026 AND FRIDAY, JANUARY 2, 2026 IN OBSERVATION OF THE NEW YEAR.

Sheila Mast

Vendor ChargeBack Lead Processor

GRAND DESIGN RV

5200 Hoffman St.

Elkhart, IN 46516

Hours 7:00 – 4:00



****When Returning parts, please include a copy of the claim in the box with the part. Many time the shipping companies will retag a box and the reference #'s are left off.

****If you use packing peanuts to return defective parts, please protect the part from them. Also do not put any non removable stickers/tags on the parts.

****US dealers have 30 days from the date the claim is submitted to return the requested parts to Grand Design RV. Canadian dealers have 45 days from the date the claim is submitted to return the requested parts to Grand Design RV

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3 attachments



claim 951546 faucet received not familiar.png
1084K



image001.png
38K



Print Claim 921989.pdf
17K