
Re: RECALL 25V-498 ro 79465

8 messages

Ben Hoffman <bhoffman@americanrvcenter.com>

Mon, Apr 20, 2026 at 11:50 AM

To: Ben Huffman <ben.huffman@storytelleroverland.com>

Cc: "jeremy.higgins@storytelleroverland.com" <jeremy.higgins@storytelleroverland.com>, Ashlee Olsen <ashlee@dealer-advisors.com>

BEN HOFFMAN
WARRANTY/SERVICE
AMERICAN RV CENTER
600 EAST BASELINE RD
EVANSVILLE, IN 47725
PH. 812-867-5200 EXT 263
FAX. 812-868-1012
EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

****Our phone system does not activate until 9 A.M. Central ****

From: Ben Huffman <ben.huffman@storytelleroverland.com>**Sent:** Monday, April 20, 2026 12:45 PM**To:** Ben Hoffman <bhoffman@americanrvcenter.com>**Cc:** jeremy.higgins@storytelleroverland.com <jeremy.higgins@storytelleroverland.com>**Subject:** Re: RECALL 25V-498 ro 79465

This is a recall. We will send the parts; you will charge only for labor and any parts you supply.
We then reimburse the customer.

On Mon, Apr 20, 2026 at 11:10 AM Ben Hoffman <bhoffman@americanrvcenter.com> wrote:

This is the ro from 8-18-25 please advise

So im guessing we can do this since you are sending stuff at no charge (however I will tac on a 30% increase on parts if you send no charge)

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From: Ben Huffman <ben.huffman@storytelleroverland.com>

Sent: Monday, April 20, 2026 10:57 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>; Service <service@storytelleroverland.com>

Subject: Re: RECALL 25V-498 ro 79465

This unit has a recall on it that will fix this. I have attached the instructions and checklist.
We will be sending these parts out shortly and will send tracking.

On Mon, Apr 20, 2026 at 10:42 AM Ben Hoffman <bhoffman@americanrvcenter.com> wrote:

Good morning I have an overland unit here and it is needing to have the end replaced and the cord replaced

We are wondering if we can do this or if it has to go to an Overland dealer.

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You received this message because you are subscribed to the Google Groups "Service" group.
To unsubscribe from this group and stop receiving emails from it, send an email to service+unsubscribe@storytelleroverland.com.
To view this discussion visit <https://groups.google.com/a/storytelleroverland.com/d/msgid/service/MN6PR10MB75446D3FC0F5C5A1EFBA33E1A32F2%40MN6PR10MB7544.namprd10.prod.outlook.com>.

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LIVE FREE. EXPLORE ENDLESSLY. TELL BETTER STORIES.™

Ben Huffman

Service Manager

O: 888-999-7442 #1051

www.storytelleroverland.com


ben.huffman@storytelleroverland.com



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 **Indiana State Franchise Law 2025 - Detailed Summarization.docx**
35K

Ben Huffman <ben.huffman@storytelleroverland.com> Mon, Apr 20, 2026 at 11:53 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: "jeremy.higgins@storytelleroverland.com" <jeremy.higgins@storytelleroverland.com>, Ashlee Olsen <ashlee@dealer-advisors.com>

What does this mean?

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Ashlee Olsen <ashlee@dealer-advisors.com> Mon, Apr 20, 2026 at 5:18 PM
To: Ben Hoffman <bhoffman@americanrvcenter.com>

Hey Ben,

I chatted with Chris and unfortunately what I told you on the phone about the markup not applying to the recalls stands. He said, "tell Ben, I've already been down that road".

Let me know if you have any other questions!

Thanks,
Ashlee

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--

Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
208.716.2887

Ben Hoffman <bhoffman@americanrvcenter.com> Tue, Apr 21, 2026 at 7:09 AM
To: Ben Huffman <ben.huffman@storytelleroverland.com>
Cc: "jeremy.higgins@storytelleroverland.com" <jeremy.higgins@storytelleroverland.com>, Ashlee Olsen <ashlee@dealer-advisors.com>

Never mind it does not apply to recalls,

Have you sent the parts out yet and do you have tracking

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From: Ben Huffman <ben.huffman@storytelleroverland.com>
Sent: Monday, April 20, 2026 12:53 PM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: jeremy.higgins@storytelleroverland.com <jeremy.higgins@storytelleroverland.com>; Ashlee Olsen <ashlee@dealer-advisors.com>

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Ben Huffman <ben.huffman@storytelleroverland.com> Tue, Apr 21, 2026 at 9:26 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: "jeremy.higgins@storytelleroverland.com" <jeremy.higgins@storytelleroverland.com>, Ashlee Olsen <ashlee@dealer-advisors.com>

Hi Ben,

Below is the tracking number. It leaves today.
1Z6W83X40323343958

[Quoted text hidden]

Ben Hoffman <bhoffman@americanrvcenter.com> Fri, Apr 24, 2026 at 9:16 AM
To: Ben Huffman <ben.huffman@storytelleroverland.com>
Cc: "jeremy.higgins@storytelleroverland.com" <jeremy.higgins@storytelleroverland.com>, Ashlee Olsen <ashlee@dealer-advisors.com>

Good news the camper is done and ready for pick up we do have 1hr billed due to the time it took to complete. We will let the customer know once you respond.

If you have any questions, please let us know thank you

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From: Ben Huffman <ben.huffman@storytelleroverland.com>

Sent: Tuesday, April 21, 2026 10:26 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

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12 attachments



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430K



WO_79645_JOB_1_2026.04.24_08.20.30.jpeg
203K



WO_79645_JOB_1_2026.04.24_08.20.40.jpeg
198K



WO_79645_JOB_1_2026.04.24_08.27.07.jpeg
335K



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739K



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 **RO 79645.pdf**
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Ben Huffman <ben.huffman@storytelleroverland.com> Fri, Apr 24, 2026 at 9:32 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: "jeremy.higgins@storytelleroverland.com" <jeremy.higgins@storytelleroverland.com>, Ashlee Olsen <ashlee@dealer-advisors.com>

Thank you. Please submit the checklist.

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Ben Hoffman <bhoffman@americanrvcenter.com> Fri, Apr 24, 2026 at 9:39 AM
To: Ben Huffman <ben.huffman@storytelleroverland.com>
Cc: "jeremy.higgins@storytelleroverland.com" <jeremy.higgins@storytelleroverland.com>, Ashlee Olsen <ashlee@dealer-advisors.com>

Here is the check list thank you

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From: Ben Huffman <ben.huffman@storytelleroverland.com>

Sent: Friday, April 24, 2026 10:32 AM

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