



Ashlee Olsen <ashlee@dealer-advisors.com>

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**Re: GE Appliances Case# : Order Processed [ thread::u1nzlwk2Fk-nNnwGonB-A0:: ]**

1 message

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**Ben Hoffman** <bhoffman@americanrvcenter.com>  
To: NTR Emerging Resources <ntrmergingresources@geappliances.com>  
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>

Mon, Oct 20, 2025 at 9:31 AM

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](mailto:BHOFFMAN@AMERICANRVCENTER.COM)

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

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**From:** NTR Emerging Resources <ntrmergingresources@geappliances.com>  
**Sent:** Tuesday, October 14, 2025 11:40 AM  
**To:** Ben Hoffman <bhoffman@americanrvcenter.com>  
**Subject:** GE Appliances Case# : Order Processed [ thread::u1nzlwk2Fk-nNnwGonB-A0:: ]

**\*\*Please respond directly to this email case thread once you receive acknowledgement. Do not change the subject line\*\***

**The warranty request is Approved:**

Payment will be denied if reimbursement steps are not followed.

**REIMBURSEMENT INSTRUCTIONS: When service is complete**

1. Remove the serial tags from the defective unit.
2. Submit a picture of the removed tags(not the product) to this case.
3. Submit a service invoice to this case.
4. Confirm the payment address.
5. Scrap the defective product. (Do not scrap the product if the removed data tags have not been submitted to the case)

**Confirm Payment Address:**

City:                      State:                      Zip Code:

**Labor:** 2.5 Hours+ 0.5 Diagnosis

**Parts Upgrade:** Replacement Product: GRCS15XAHB Replacement Control: RGREC3A Replacement Tstat: RGRWT2B -Parts ship no charge

**Case#:** 18484262

**Order#:** 25.21155

**RV Owner:** CLINT BESTE

**Model/Serial#:** ARC15AACB GV105471R

**VIN#:** RW028818 COACHMEN

**Delivery in 7-10 business days via FedEx: 600 EAST BASELINE RD  
EVANSVILLE, IN  
47725**

**>NOTE:** If you are GE Appliances warranty service authorized, the diagnostic fee should be submitted in Service Power.

This authorization is valid for 60 days from the date issued. All repairs must be completed within this 60 day time period to be covered. If repairs can not be completed within the approval time allowed, a new authorization will need to be obtained. All charges must be submitted to GE Appliances within 90 days of the repair being completed.

RV Data Tag locations



----- Original Message -----

**From:** Ben Hoffman [bhoffman@americanrvcenter.com]

**Sent:** 10/9/2025, 8:25 AM

**To:** ntremergingresources@geappliances.com

**Subject:** Re: [EXT] NOT COOLING [ thread::u1nzlwk2Fk-nNwkGonB-A0:: ]

BEN HOFFMAN

WARRANTY/SERVICE

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

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EMAIL. [BHOFFMAN@AMERICANRVCENTER.COM](mailto:BHOFFMAN@AMERICANRVCENTER.COM)

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**From:** NTR Emerging Resources <[ntremergingresources@geappliances.com](mailto:ntremergingresources@geappliances.com)>  
**Sent:** Thursday, October 9, 2025 7:54 AM  
**To:** Ben Hoffman <[bhoffman@americanrvcenter.com](mailto:bhoffman@americanrvcenter.com)>  
**Subject:** RE: [EXT] NOT COOLING [ thread::u1nzlwk2Fk-nNwkGonB-A0:: ]

**\*\*Please respond directly to this email case thread. Do not change the subject line\*\***

Hello.

Please complete the top part of the diagnostic form. Thanks, and stay safe!

*\*Incomplete or inaccurate information will delay processing.\**

Dealer Name:	Dealer Account #
Dealer Phone:	
Dealer Contact:	
Dealer Email:	
Customer Date of Purchase -or -Stock Unit:	11301
Customer Name:	
RV Manufacturer & Model:	Year of Coach: 2024

CASE:

**18484262**

----- Original Message -----

**From:** Ben Hoffman [[bhoffman@americanrvcenter.com](mailto:bhoffman@americanrvcenter.com)]  
**Sent:** 10/8/2025, 12:03 PM  
**To:** [ntremergingresources@geappliances.com](mailto:ntremergingresources@geappliances.com)  
**Subject:** [EXT] NOT COOLING

BEN HOFFMAN  
WARRANTY/SERVICE  
AMERICAN RV CENTER  
600 EAST BASELINE RD  
EVANSVILLE, IN 47725  
PH. 812-867-5200 EXT 263  
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thread::u1nzlwk2Fk-nNwkGonB-A0::

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**4 attachments**



**CLAIM.pdf**  
681K



**DATA TAG.pdf**  
314K



**PREAUTH.pdf**  
829K



**RO 77919.pdf**  
590K