
GE Appliances Case# : Order Processed [thread::4nmyHSX4EDicAtjcDmFETw0::]

From NTR Emerging Resources <ntrmergingresources@geappliances.com>

Date Thu 10/9/2025 3:34 PM

To Ben Hoffman <bhoffman@americanrvcenter.com>

****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: 1.5 Hours+ 0.5 Diagnosis

Parts Upgrade: Replacement Product: GRCS13XAHW Replacement Ceiling Control: -Parts ship no charge

Case#: 18372531

Order#: 25.20845

RV Owner: ROGER FENWICK

Model/Serial#: ARC13AACWL2/LT109804R

VIN#: RK007119 - COACHMAN - CATALINA

Delivery in 7-10 business days via FedEx:

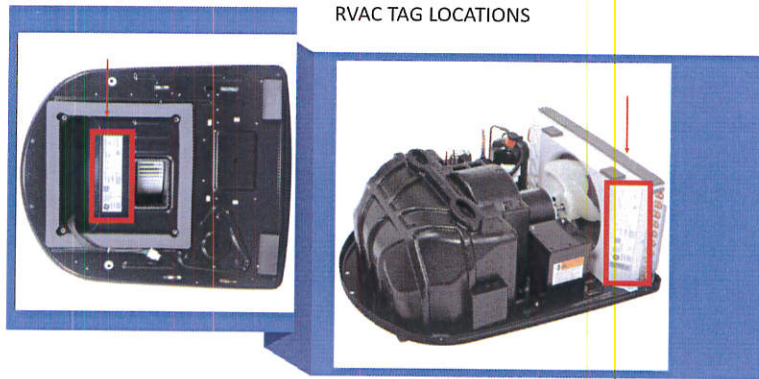
600 E BASELINE RD

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.



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

From: Ben Hoffman [bhoffman@americanrvcenter.com]

Sent: 10/3/2025, 5:02 PM

To: ntremergingresources@geappliances.com

Subject: Re: [EXT] A/C NOT COOLING [thread::4nmyHSX4EDicAtjcDmFETw0::]

This is from Forest River it shows when the unit was purchased.

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: NTR Emerging Resources <ntremergingresources@geappliances.com>

Sent: Friday, October 3, 2025 10:28 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: [EXT] A/C NOT COOLING [thread::4nmyHSX4EDicAtjcDmFETw0::]

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

Hello.

Please confirm if the appliance has been replaced in the last 2yrs. If so please provide/confirm date of purchase.

Please reply back to this email without changing the subject line, just reply and send with the needed information to proceed with the warranty process. Thanks, and stay safe!

CASE: **18372531**

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

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

From: Ben Hoffman [bhoffman@americanrvcenter.com]

Sent: 9/30/2025, 2:59 PM

To: ntremergingresources@geappliances.com

Subject: [EXT] A/C NOT COOLING

PLEASE HELP THANK YOU

BEN HOFFMAN

WARRANTY/SERVICE

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263

FAX. 812-868-1012

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thread::4nmyHSX4EDicAtjcDmFETw0::