



Gmail

Ashlee Olsen <ashlee@dealer-advisors.com>

Re: [EXT] Re: RVAC Diagnostic Request [thread::pgIkF3IMGE6o4ltS6UK1tg0::]

4 messages

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

Fri, Aug 15, 2025 at 9:29 AM

ADDRESS LISTED BELOW

LABOR RATE \$185

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: Monday, August 11, 2025 12:41 PM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: [EXT] Re: RVAC Diagnostic Request [thread::pglkF3IMGE6o4ItS6UK1tg0::]

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

All responses received will be answered within 48 business hours.

Thank you for contacting us. **The warranty request is approved:**
Labor: 1.5 Hours+ 0.5 Diagnosis (Mobile/Service call fees are not covered by the warranty)
Parts: Replacement Appliance

Please see instructions below for reimbursement.

Confirm Payment Address:

City: State: Zip Code:

Case#: 17574791
Order#: 25.15990
RV Owner: JAMES COOK
Model/Serial#: qrcs15xahbh1 / mz001681
VIN#:pt431168 KEYSTONE
Delivery in 7-10 business days via FedEx

REIMBURSEMENT INSTRUCTIONS

1. Please confirm when installation is complete by replying to this email case thread. Once completed a pick up request will be sent to FedEx and you will receive an email with a label.

***PLEASE LEAVE THE DATA TAG ON THE APPLIANCE FOR PICKUP.**

2. Once pick up is complete provide a service invoice for the repair. Payment will be mailed and received within 7-14 days. GEA allows 120 days to receive product returns. If the product is not received this claim will be closed and no credit will be issued.

If you are not GE Appliances warranty service authorized, you may be asked for an estimate prior to future request being approved. If you are interested in becoming warranty authorized and would like to begin the application process, please follow the link below.

<https://www.geappliances.com/ge/service-and-support/ge-servicer-application-form.htm>

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: 8/7/2025, 12:09 PM

To: ntremergingresources@geappliances.com

Subject: [EXT] Re: RVAC Diagnostic Request [thread::pglkF3IMGE6o4ItS6UK1tg0::]

UPDATE !!!!!!!!!!!!!!!!!!!!! ITS PAST 48 HRS

BEN HOFFMAN

WARRANTY/SERVICE

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EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

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

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Wednesday, July 30, 2025 10:19 AM

To: NTR Emerging Resources <ntremergingresources@geappliances.com>

Subject: Re: RVAC Diagnostic Request [thread::pglkF3IMGE6o4ItS6UK1tg0::]

BEN HOFFMAN

WARRANTY/SERVICE

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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: Wednesday, July 30, 2025 10:12 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RVAC Diagnostic Request [thread::pglkF3IMGE6o4ItS6UK1tg0::]

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

All responses received will be answered within 48 business hours.

Hello,

This is GE Appliances. We would like to offer assistance with the warranty process. Your request has been assigned to the case number below. Return all requested information by replying to this exact email case thread.

Future Claims can be submitted with the online portal, <https://appliances.tfaforms.net/4815184> or by email, ntremergingresources@geappliances.com.

Warranty process is the following:

Case#: 17574791

RV Owner: James Cook

Model/Serial#: grcs15xahbh1 / mz0016812

VIN#: 4ydtblm29pt431168

1. Submit the attached diagnostic sheets completing all pertinent information to the problem being reported.

>????Include an estimate for the work if you are not warranty service authorized with GE Appliances. **Do not include the costs of parts.**

>Include a ship to and mail to address if your mail to is different.

2. GEA will review and approve or reject according to the diagnostics submitted. Not including pertinent data and pictures will delay approval.

3. If approved GEA will inform you of the hourly term and provide the parts needed. The parts will be supplied at no charge.

>Parts previously ordered without GE Appliances approval may not be reimbursed.

4. Once service is complete, submit your service invoice to this case thread. Respond directly to this email case without changing the subject line.

5. GEA will inform you on whether the defective product can be scrapped with the data tags returned to GEA or if pickup is required.

6. Payment will be mailed within 7-10 days after the tags or the defective product is received.

>Payment reimbursements will be denied if the data tags from the defective product are not removed and a picture of the removed tags is not submitted to this case thread.

>If you were instructed to return the product a call tag will be issued for the pick up and the product must be

received before payment reimbursement is processed

This request 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 cannot 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.

Thanks
Customer Care Emerging Products Team
GE Appliances, A Haier Company

For RV Appliance Service, please call 866-835-0179 or visit <https://appliances.tfaforms.net/4815184>



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

From: Appliances Support [appliancesupport@geappliances.com]
Sent: 7/30/2025, 10:11 AM
To: bhoffman@americanrvcenter.com
Subject: Service - RVAC [Case Number: 17574791]

Thanks for reaching out to us. A member of our support team will reply as soon as possible. If you'd like to provide any additional information, please reply to this email and your case will be updated.

Case: 17574791

Subject: Service - RVAC

Question:

thread::pglkF3IMGE6o4ItS6UK1tg0::

14 attachments



thumbnail_IMG_2984.jpg
92K



thumbnail_IMG_2983.jpg
91K



thumbnail_IMG_2982.jpg
113K



WO_77347_JOB_1_2025.07.30_10.01.01_6.jpg
66K



WO_77347_JOB_1_2025.07.30_10.01.01_5.jpg
65K



WO_77347_JOB_1_2025.07.30_10.01.01_4.jpg
65K



WO_77347_JOB_1_2025.07.30_10.01.01_3.jpg
60K



WO_77347_JOB_1_2025.07.30_10.01.01_2.jpg
60K



WO_77347_JOB_1_2025.07.30_10.01.01.jpg
66K



WO_77347_JOB_1_2025.07.30_10.01.01_1.jpg
68K



WO_77347_JOB_1_2025.07.30_09.46.00_1.jpg
57K



WO_77347_JOB_1_2025.07.30_09.46.00.jpg
70K

 **MX-C301W_20250815_105119.pdf**
371K

 **MX-C301W_20250815_105250.pdf**
493K

Ben Hoffman <bhoffman@americanrvcenter.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Sep 4, 2025 at 2:09 PM

BEN HOFFMAN
WARRANTY/SERVICE
AMERICAN RV CENTER
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****Our phone system does not activate until 9 A.M. Central ****

From: Ben Hoffman <bhoffman@americanrvcenter.com>
Sent: Friday, August 15, 2025 10:29 AM
To: NTR Emerging Resources <ntrmergingresources@geappliances.com>
Cc: Ashlee Olsen <ashlee@dealer-advisors.com>
Subject: Re: [EXT] Re: RVAC Diagnostic Request [thread::pglkF3IMGE6o4ltS6UK1tg0::]

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14 attachments



thumbnail_IMG_2984.jpg
92K



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113K



WO_77347_JOB_1_2025.07.30_10.01.01_6.jpg
66K



WO_77347_JOB_1_2025.07.30_10.01.01_5.jpg
65K



WO_77347_JOB_1_2025.07.30_10.01.01_4.jpg
65K



WO_77347_JOB_1_2025.07.30_10.01.01_3.jpg
60K



WO_77347_JOB_1_2025.07.30_10.01.01_2.jpg
60K



WO_77347_JOB_1_2025.07.30_10.01.01.jpg
66K



WO_77347_JOB_1_2025.07.30_10.01.01_1.jpg
68K



WO_77347_JOB_1_2025.07.30_09.46.00_1.jpg
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371K

 **MX-C301W_20250815_105250.pdf**
493K

Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Sep 4, 2025 at 2:15 PM

To: NTR Emerging Resources <ntremergingresources@geappliances.com>, Ben Hoffman
<bhoffman@americanrvcenter.com>

Cc: Chris Balderrama <chris@dealer-advisors.com>

Good afternoon,

I am emailing regarding case #17574791 (WO 77347). We received the check from you and we were not paid the 30% handling fee mark up. As of July 2025, there is a new state law that requires manufacturers to pay this portion. Please let me know what we need to do to move forward on getting that paid.

Thank you,
Ashlee

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

NTR Emerging Resources <ntremergingresources@geappliances.com>

Sat, Sep 13, 2025 at 9:25 AM

To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Cc: "bhoffman@americanrvcenter.com" <bhoffman@americanrvcenter.com>, "chris@dealer-advisors.com" <chris@dealer-advisors.com>

Hello,

We apologize for the error. We have processed a 2nd payment for the state mandated parts mark up. Allow 7-14 business days for receipt.

Bodewell Recreational Living Team- Aftermarket

GE Appliances, A Haier Company

Need to schedule service or file a claim?:

Call: 866-835-0179

Visit: <https://appliances.tfaforms.net/4815184>

*Email: ntremergingresources@geappliances.com

*Please add this email to your safe sender's list

*Please excuse areas in ALL CAPS

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

From: Ashlee Olsen [ashlee@dealer-advisors.com]

Sent: 9/4/2025, 3:15 PM

To: ntremergingresources@geappliances.com; bhoffman@americanrvcenter.com

Cc: chris@dealer-advisors.com

Subject: Re: [EXT] Re: RVAC Diagnostic Request [thread::pglkF3IMGE6o4ItS6UK1tg0::]

Good afternoon,

I am emailing regarding case #17574791 (WO 77347). We received the check from you and we were not paid the 30% handling fee mark up. As of July 2025, there is a new state law that requires manufacturers to pay this portion. Please let me know what we need to do to move forward on getting that paid.

Thank you,
Ashlee

[Quoted text hidden]

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.