

2351268 : 4X4TPUH27RP101265 - GREENEWAY INC-Case # 00242717 - Case Approval - thread::rcXbbv-yfnyPsQ8MEtomigY::

Warranty Inbox <recreationaliving-warranty@geappliances.com>
To: "alix@dealer-advisors.com" <alix@dealer-advisors.com>
Cc: "aruiz@forestriverinc.com" <aruiz@forestriverinc.com>

Good morning,

Thank you for resending the diag form.
We will be replacing the ARC15AACB model AC with our Low Profile PLC15XAHB AC (measurements: 11.0 H x 30.0 W x 40.0 L).
The Low Profile unit is compatible with the original control board and wall t-stat
Please see approval and shipping acknowledgement below.



Case Number: 00242717
thread::rcXbbv-yfnyPsQ8MEtomigY::

****Respond directly to this email and do NOT change the subject line to ensure proper delivery.**

Recreational Living approves R/R of **PLC15XAHB** and **2 hours for labor**.
Shipping address was provided on the diagnostic form.

This authorization is valid for 30 days from the date issued. All repairs must be completed within this 30 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. No authorizations will be given if the warranty date has expired, even if an authorization was previously given and the warranty work was not completed within the time allotted.

All charges must be submitted to Recreational Living within 120 days of the repair being completed, or no credit will be allowed.

Account: FOREST RIVER INC
Dealer: GREENEWAY RV
Date of Purchase: 5/31/2024

Product: GE Profile, RV Air Conditioner, 15, 11" Tall, 20 amp, Black
Claim Reason: Defective

Note: As of 1/1/2022 replacements must be shipped direct from Recreational Living. A VCB cannot be submitted for reimbursement of parts only labor.

Jessica Cooreman
Senior Warranty Coordinator

RecreationalLiving-Warranty@geappliances.com
1-800-772-7262



A no charge warranty replacement order for GE Profile, RV Air Conditioner, 15, 11" Tall, 20 amp, Black (PLC15XAHB), has been placed and will ship to the address provided. Please allow 3-7 business for transit.

****** Please note for complete replacements a picture of the serial tag removed from the defective unit is required. VCB will not be paid until a removed tag picture is received.**

Account: FOREST RIVER INC
Date of Purchase: 5/31/2024
Case #: 00242717
ERP Order#: 25.12897
Address: GREENEWAY RV
Attn: 4X4TPUH27RP101265
8220 Hwy 13 S
Wisconsin Rapids, WI 54494
715-325-5170

Thank you,

Jessica Cooreman
Senior Warranty Coordinator

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

From: Alix Mongiat [alix@dealer-advisors.com]
Sent: 7/8/2025, 11:19 AM
To: aruiz@forestriverinc.com; recreationalliving-warranty@geappliances.com
Subject: Fwd: [EXT] 2351268 : 4X4TPUH27RP101265 - GREENEWAY INC Attention: The warranty for this VIN has expired. [thread::rcXbbv-yfnyPsQ8MEtomigY::]

Hello,

Attached is the form. I am not sure why it would be coming through blurry, we can open it just fine to full page view.

Thanks,

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

From: Greeneway Warranty <greeneway@dealer-advisors.com>
Date: Tue, Jul 8, 2025 at 10:34?AM
Subject: Fwd: [EXT] 2351268 : 4X4TPUH27RP101265 - GREENEWAY INC Attention: The warranty for this VIN has expired. [thread::rcXbbv-yfnyPsQ8MEtomigY::]
To: Alix Mongiat <alix@dealer-advisors.com>

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

From: Warranty Inbox <recreationalliving-warranty@geappliances.com>
Date: Tue, Jul 8, 2025, 10:33?AM
Subject: RE: [EXT] 2351268 : 4X4TPUH27RP101265 - GREENEWAY INC Attention: The warranty for this VIN has expired. [thread::rcXbbv-yfnyPsQ8MEtomigY::]
To: aruiz@forestriverinc.com <aruiz@forestriverinc.com>
Cc: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>, ggonzalez@forestriverinc.com <ggonzalez@forestriverinc.com>

Good morning,

Please resubmit the diag form.
The picture of it was taken to far away to be able to read anything, and when you zoom in it gets more blurry.

Thank you,
Jessica Cooreman
Senior Warranty Coordinator
GE/Haier Recreational Living

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

From: Annette Ruiz [aruiz@forestriverinc.com]
Sent: 7/7/2025, 11:38 AM
To: greeneway@dealer-advisors.com; recreationalliving-warranty@geappliances.com
Cc: ggonzalez@forestriverinc.com
Subject: [EXT] 2351268 : 4X4TPUH27RP101265 - GREENEWAY INC Attention: The warranty for this VIN has expired.

Please note: Per our First Stop Warranty Program with our Vendors, a response is highly recommended within 24 hours. We will graciously allow up to 48 h the original email will occur, allowing 24 hours for a response. Provided there is no response after 72 hours, the claim automatically approves and a charge will be assessed. Thank you for your cooperation.

DEALER DO NOT PLACE ANY PARTS ORDER UNTIL AUTHORIZED TO DO SO

VENDOR, claim submitted

DEALER STATES : Complaint: Customer states the AC unit will turn on but will not blow cold air, feels like almost warm air.

Cause: 6.2 amp draw at compressor outside temp is 80 air coming out of the AC is 80. I let it run for 15 mins and no change in temperature.

Correction: R&R air conditioner.

2351268 : 4X4TPUH27RP101265 - GREENEWAY INC Attention: The warranty for this VIN has expired.

Claims

General

Claim: 2351268
 Claim status: Needs review
 Processing:
 Portal feedback:
 Denial acknowledged:
 Checked out:
 Checked out by: aruiz
 Expired:
 Claims origin: WEB
 Original claim id:

Vehicle identification:

Vehicle identification: 4X4TPUH27RP101265
 Chassis number:
 Mileage: 0.0
 Site: 420
 Warehouse: 420
 Has issues:
 Flat rate group: Puma 420

Payment information

Date:
 Amount: 0.00
 Check number:
 Journal:
 Invoice:
 Submitted for payment by:

Claim information

Pre authorization:
 Parts return check:
 Unit needs priority service:
 Claim posting: Standard
 Amount submitted: 280.00
 Amount approved: 0.00

Dealer: 0009497
 Name: GREENEWAY INC
 Customer group: Dealers
 Description: GREENEWAY INC
 Address: DBA GREENEWAY RV SALES & SERVICE
 8220 STATE HWY 13 SOUTH
 WISCONSIN RAPIDS, WI 54494
 USA

Labor rate: 140.00
 Dealer RO number: 12251
 Intercompany:

Contact details

Dealer contact: greeneway@dealer-advisors.com
 Telephone: 989-450-7583
 Portal created by: greeneway@dealer-advisors.com
 Name: iCLAIM SERVICES

Dates

Processed date:
 Claim start date: 6/30/2025
 Claim end date:

Owner information

Name: NICOLE MARTINSON
 Retail Date of Purchase: 5/31/2024
 Aged warranty override date:
 Address: 3013 COUNTY ROAD D
 Wisconsin Rapids, WI 54495
 USA

Notes

Internal notes:
 Approval attached:

Labor

Submitted

Dealer submitted hours: 2.00
 Submitted calculated amount: 280.00

Approved

Approved base hours: 1.50
 Approved hours: 0.00
 Approved calculated amount: 0.00

Notes

Complaint, cause and correction: outside temp is 80 air coming out of the AC is 80. I let it run for 15 mins and no change in temperature. Correction: R&R air conditioner.
 Note: Dealers are welcome to contact GEA Recreational Living at 866-835-0179 prior to any repair/replacement of the Pummel Drive or GE air conditioner for troubleshooting assistance or warranty

Inspection

Model:
 Serial number:
 Brand:
 Photo required for:
 Photo required for:
 Return part required:
 Return part required:

Overview

Lin...	Status	Denial...	Attac...	Sublet	Operation code	Operation description	Description
1	Feedba...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	70-671-01-11-001463	GE Roof AC - complete	Appliances/Roof AC (GE)/Replace/Elec

GE APPLIANCES **RECREATIONAL LIVING**

Air Conditioner Performance Check-List for Warranty Coverage
For Technical Assistance Call: 800-772-7262

Once Completed Email Form To:
OEM Claims Email: RecreationalLiving-warranty@geappliances.com
Dealer Claims Email: NTTEmergingResources@geappliances.com
Incomplete or inaccurate information will delay processing.

Dealer Name: Greenway RV Dealer Account # _____
Dealer Phone: 717-325-5170
Dealer Contact: Duane
Dealer Email: duane@greenwayrv.com

Customer Date of Purchase -or- Stock Unit: 06/27/2024
Customer Name: None Mentioned

RV Manufacturer & Model: _____ Year of Coach: 2024
Complete RV VIN: 5M5T9D39P9101265

If Replacement Product or Part is Needed, Verify Ship to Address:
Dealer POB: _____
Shipping Address: 2220 HWY 13 S
City: WISCONSIN RAPIDS State: WISCONSIN Zip Code: 54484

Air Conditioner Model #: RAREC3A2
Air Conditioner Serial #: DV314213R
Part Number of the Control Box: _____
Is a GE T-Stat Being Used? White or Black?
Date of Purchase or Indication of Stock Unit: 06/27/2024

Diagnostic Information

Compressor Running? NO AC Voltage: 110

Nature of Complaint: _____
(DESCRIBE SYMPTOM IN FULL, TYPING OR PRINTING, NOT BY HAND, 250 CHARACTERS MAXIMUM)

If You Have A No Cool AC: After 15 Minutes of Running and with Cloud Cover On (Outdoor Temp Must be At Least 65 Degrees F)
AHP Draw on Black Compressor Wire: 62
Ambient Roof Temperature: 79
Return/Intake Temperature: 80
Discharge/Output Temperature: 80
If There is a Visible Leak in the Sealed System, Please Include a Picture of the Leak.



GE APPLIANCES
Appliance Park
Louisville, KY 40225
www.geappliances.com
1-877-540-RVDP

Assembled in CHINA
Assemblé en CHINE

MODEL NUMBER NUMÉRO DE MODÈLE	RAREC3A2		
SERIAL NUMBER NUMÉRO DE SÉRIE	DV314213R		
	VOLTAGE TENSION	HERTZ	PHASE
RATED: NOMINALE:	115	60	1

FOR USE WITH / AUTILISER AVEC

WALL THERMOSTAT THERMOSTAT MURAL () RARWT2	INDOOR ASSEMBLY ASSEMBLÉE INTERIEURE () RAREDA1A () RAREDA1A
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MAX CIRCUIT RATING OF OVERCURRENT PROTECTION: (MOP) 20

AIR CONDITIONER CLIMATISATION

UL US LISTED SA11094



GE APPLIANCES
Appliance Park
Louisville, KY 40225
www.geappliances.com
1-877-540-RVDP

Assembled in CHINA
Assemblé en CHINE



DESIGN PRESSURE
PRESSION DE CONCEPTION

LOW SIDE / HIGH SIDE: CÔTÉ BAS / CÔTÉ HAUT:	236 / 551 (PSIG)
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REFRIGERANT: R410A 18.3(OZ)
RÉFRIGÉRANT:

MODEL NUMBER: NO DE MODÈLE:	ARC15AACBL2
SERIAL NUMBER: SÉRIE:	HT103607R
DATE:	05/2022

W
AVEG
MA
OVERCU
PUIS
CIRCU
MI
AMPA

Thank you
Annette Ruiz
Puma & XLE Warranty
aruiz@forestriverinc.com
Phone: 574-642-1626
Office hours: 7am-4pm M-F EST

thread::rcXbbv-yfnyPsQ8MEtomigY::

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Alix Mongiat
Warranty Administrator
iClaims Services
www.iclaimsservices.com
906.201.2399

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