



Ashlee Olsen <ashlee@dealer-advisors.com>

GE Appliances Case# 18346796: Order Processed [thread::fv023n1vGkygIPUz71UgsA0::]

1 message

NTR Emerging Resources <ntrmergingresources@geappliances.com>
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>

Tue, Oct 14, 2025 at 9:49 AM

****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: GRCS13XAHW Replacement Control:RGREC3A Replacement

Tstat:RGRWT2B -Parts ship no charge

Case#: 18346796

Order#: 25.21143

RV Owner: 26128 GARRY CALLIER

Model/Serial#: ARC13AACW/LV100189R 03/01/24

VIN#: RG000927 FR EAST TO WEST

Delivery in 7-10 business days via FedEx:

TRI AM RV

1202 Idell Road

BULLS GAP,TN

37711

>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



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: 10/13/2025, 12:53 PM

To: ntremergingresources@geappliances.com

Subject: Re: [EXT] AC warranty [thread::fv023n1vGkygIPUz71UgsA0::]

1202 Idell Road

[Bulls Gap, TN 37711](#)

On Tue, Sep 30, 2025 at 3:53?PM NTR Emerging Resources <ntremergingresources@geappliances.com> wrote:

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

Hello.

Please verify the shipping/delivery address for the appliance.

Is a GE T-stat being used? If so, please confirm which of the models below is installed or provide a picture.

RARWT2B

RARWT2W

Or does it use a Ceiling Control?

RARMN1A

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

CASE: **18346796**

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

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

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

Sent: 9/29/2025, 1:47 PM

To: ntremergingresources@geappliances.com

Subject: [EXT] AC warranty

Good afternoon,

I am seeking preauth for an AC unit that is needing replacement.

Complaint: Customer said the ac is not blowing cold air

Cause: AC is faulty and will not cool, troubleshooting sheet attached

Correction: Replace AC and test

I have attached pictures and necessary info, but if you need anything further, please let me know.

Thank you,

Ashlee Olsen

Warranty Administrator

iClaims Services

www.iclaimsservices.com

208.716.2887

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.

thread::fv023n1vGkygIPUz71UgsA0::

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Ashlee Olsen

Warranty Administrator

iClaims Services

www.iclaimsservices.com

208.716.2887

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