

Phone calls

Subject	Call Notes	Call From	Call To	Regarding	Direction	Phone Number	Date	Activity Status	Owner
Receiver	States that the tow area came off the RV- States he was driving when it separated. Waiting on email pictures.	DENNIS SCHLOSS	[REDACTED]		Incoming	[REDACTED]	10/11/2022	Completed	[REDACTED]

Cases

Title	Created On	Description	Status	Owner	Origin	Case Number	Customer
Online Survey MT	12/30/2022 8:33 AM	The consumer who provided a response to this survey has indicated a satisfaction problem. Please review the information available with this notification and follow-up with the consumer appropriately. Please contact the manufacturer's CSI administrator should you have any questions about this matter.	Resolved	[REDACTED]	Email	[REDACTED]	[REDACTED]
Hitch	10/11/2022 4:22 PM	10/11/2022: Retail called in stating their tow hitch sheered off while driving down the highway. Emailed pictures. Advised the customer the warranty process for his. He is on his way to AZ right now- provided service centers near that area. He is going to call and see if he can get an appointment. Waiting on email from customer- states his jeep was attached to the hitch and it rolled into a ditch,	Resolved	[REDACTED]		[REDACTED]	[REDACTED]
WARRANTY INBOX	10/11/2022 2:36 PM		Resolved	[REDACTED]	Email	[REDACTED]	[REDACTED]
90 day follow up	6/17/2022 11:44 AM		Resolved	[REDACTED]	Phone	[REDACTED]	[REDACTED]
WARRANTY INBOX	5/24/2022 1:14 PM		Resolved	[REDACTED]	Email	[REDACTED]	[REDACTED]
WARRANTY INBOX	5/6/2022 8:27 AM		Resolved	[REDACTED]	Email	[REDACTED]	[REDACTED]
initial concierge call	3/10/2022 2:21 PM		Resolved	[REDACTED]	Phone	[REDACTED]	[REDACTED]

Emails

Subject	From	To	Regarding	Modified On
[EXTERNAL]Re: CAS [REDACTED] -L0M7G9 TMC [REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX	10/11/2022 3:26 PM
[EXTERNAL]Thor Motor Coach Hot Alert - Last Name: SCHLOSS, Serial Number: [REDACTED]	Thor Motor Coach Support	Customer ServiceCustomerService;	Online Survey MT	1/13/2023 10:22 AM
[REDACTED] CAS-140504-B7Y1V4 SCHLOSS	[REDACTED]	[REDACTED]	Online Survey MT	1/13/2023 10:23 AM
CAS [REDACTED] TMC [REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX	6/2/2022 4:48 PM
CAS [REDACTED] TMC [REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX	10/11/2022 2:45 PM