

## Phone calls

Subject	Call Notes	Call From	Call To	Regarding	Direction	Phone Number	Date	Activity Status	Owner
hitch	customer said there hitch almost fell off customer said that it tore off by one side and was hanging on by a little on the other side customer was in Colorado at the time had to get emergency repair on customer wanting to know how he will get reimbursed for it advised to send me the invoice to see if i can get him reimbursed	[REDACTED]	[REDACTED]		Incoming	[REDACTED]	11/2/2023	Completed	[REDACTED]

# Cases

Title	Created On	Description	Status	Owner	Origin	Case Number	Customer
hitch	11/27/2023 9:13 AM	sent to lippert to be reviewed for there warranty	Resolved	[REDACTED]			RONALD GABRIEL
Social Media/TMC Apt	6/3/2022 9:08 AM	<p>08.11.22: Coach was completed and customer picked up coach yesterday and left happy. Okay to Close??</p> <p>08.11.22: Asking service for update on coach at TMC</p> <p>08.08.22: TMC apt</p> <p>06.15.22: TMC apt 06/06/22</p> <p>06.15.22: Reached out to customer if he got a call to make a TMC apt I didnt see his name on the list.</p> <p>06.08.22: TMC appointment being scheduled</p> <p>06.07.22: Called customer to update them we were going to do a service apt with TMC they were very happy with the fast service and will contact me after service provides them a date</p> <p>06.07.22: Submitted TMC service apt to repair/replace his flooring.</p> <p>06.07.22: C:/s another phone number to call him and i called and spoke with the customer about his flooring concerns.</p> <p>06.06.22: Sending customer email</p> <p>06.06.22: Called customer no answer or voicemail box.</p>	Resolved	[REDACTED]	Facebook	[REDACTED]	RONALD GABRIEL
WARRANTY INBOX- Captain's Chair	9/17/2021 11:33 AM		Resolved	[REDACTED]	Email	[REDACTED]	RONALD GABRIEL
90 day follow up	9/14/2021 9:30 AM		Resolved	[REDACTED]	Phone	[REDACTED]	RONALD GABRIEL
WARRANTY INBOX- Awning	9/30/2021 11:07 AM		Resolved	[REDACTED]	Email	[REDACTED]	RONALD GABRIEL
Social Media	6/17/2021 8:38 AM		Resolved	[REDACTED]	Facebook	[REDACTED]	RONALD GABRIEL
Initial Concierge Call	6/10/2021 11:09 AM		Resolved	[REDACTED]	Phone	[REDACTED]	RONALD GABRIEL
sales support	6/4/2021 10:27 AM	sales email asking for dealer help	Resolved	[REDACTED]		[REDACTED]	dealer

# Emails

Subject	From	To	Regarding	Modified On
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	hitch	11/27/2023 9:16 AM
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	hitch	11/27/2023 9:15 AM
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	hitch	11/27/2023 9:15 AM
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	hitch	11/28/2023 1:09 PM
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	Social Media/TMC Apt	6/7/2022 1:00 PM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Awning	8/31/2021 6:49 PM
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Awning	9/1/2021 10:53 AM
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Awning	9/13/2021 8:12 AM
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Captain's Chair	10/1/2021 4:20 PM
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Captain's Chair	10/4/2021 8:53 AM
1F66F5DN7M0A00646 CAS-111553-J6H722 TMC:0153524	[REDACTED]	[REDACTED]	Social Media/TMC Apt	6/6/2022 10:04 AM
[REDACTED]	[REDACTED]	[REDACTED]	Social Media/TMC Apt	6/7/2022 1:57 PM
[REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Awning	9/1/2021 10:33 AM
[REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Awning	8/31/2021 8:21 AM
[REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Awning	9/1/2021 1:58 PM
[REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Awning	9/13/2021 8:15 AM
[REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Captain's Chair	9/17/2021 12:33 PM
[REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Captain's Chair	10/4/2021 8:26 AM
[REDACTED]	[REDACTED]	[REDACTED]	WARRANTY INBOX- Captain's Chair	10/4/2021 9:57 AM
[REDACTED]	[REDACTED]	[REDACTED]	Social Media	7/29/2021 3:35 PM
[REDACTED] No Charge Parts Request [REDACTED]	[REDACTED]	[REDACTED]		
[REDACTED] Thor RV Owners Facebook Group CAS-	[REDACTED]	[REDACTED]	Social Media	6/17/2021 5:04 PM
Curious about wire under Thor Challenger	[REDACTED]	[REDACTED]	Social Media	7/6/2021 7:37 AM
FW: [REDACTED]	[REDACTED]	[REDACTED]	Social Media/TMC Apt	6/7/2022 5:38 PM
FW: Curious about wire under Thor Challenger	[REDACTED]	[REDACTED]	Social Media	7/6/2021 12:51 PM
FW: Difficulty in activating Axxera RV Nav App	[REDACTED]	[REDACTED]	sales support	6/16/2021 3:36 PM
FW: Old lady handle pictures	[REDACTED]	[REDACTED]	sales support	6/4/2021 10:31 AM
FW: Re: Curious about wire under Thor Challenger	[REDACTED]	[REDACTED]	Social Media	7/15/2021 10:25 AM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
RE: [EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	Social Media/TMC Apt	6/15/2022 11:16 AM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
Re: [EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	Social Media/TMC Apt	6/15/2022 1:06 PM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
Re: [EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	Social Media/TMC Apt	8/11/2022 11:15 AM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
Re: [EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	Social Media/TMC Apt	6/15/2022 11:32 AM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
RE: [REDACTED]	[REDACTED]	[REDACTED]	hitch	11/27/2023 9:16 AM
RE: [REDACTED]	[REDACTED]	[REDACTED]	hitch	11/27/2023 9:15 AM
Re: [REDACTED] Thor RV Owners Facebook Group [REDACTED]	[REDACTED]	[REDACTED]	Social Media	6/24/2021 4:23 PM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
RE: [REDACTED] Thor RV Owners Facebook Group [REDACTED]	[REDACTED]	[REDACTED]	Social Media	6/24/2021 11:42 AM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
RE: [REDACTED] Thor RV Owners Facebook Group [REDACTED]	[REDACTED]	[REDACTED]	Social Media	6/29/2021 12:33 PM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
Re: [REDACTED] Thor RV Owners Facebook Group [REDACTED]	[REDACTED]	[REDACTED]	Social Media	6/29/2021 10:04 AM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
Re: [REDACTED] Thor RV Owners Facebook Group [REDACTED]	[REDACTED]	[REDACTED]	Social Media	7/15/2021 2:00 PM
TMC [REDACTED]	[REDACTED]	[REDACTED]		
RE: Curious about wire under Thor Challenger	[REDACTED]	[REDACTED]	Social Media	7/6/2021 1:42 PM
RE: Curious about wire under Thor Challenger TMC [REDACTED]	[REDACTED]	[REDACTED]	Social Media	7/6/2021 1:09 PM
Re: Curious about wire under Thor Challenger TMC [REDACTED]	[REDACTED]	[REDACTED]	Social Media	7/6/2021 4:51 PM
RE: Old lady handle pictures	[REDACTED]	[REDACTED]	sales support	6/4/2021 10:35 AM
THOR MOTOR COACH WELCOME EMAIL	[REDACTED]	[REDACTED]	Initial Concierge Call	6/10/2021 11:16 AM