

Phone Calls

Subject	Call Notes	Call From	Call To	Regarding	Direction	Phone Number	Date	Activity Status	Owner
Insurance Claim	Insurance company calling about the hitch that snapped off the hitch plate of a coach. Advised her to send me into she has to be reviewed.	STATE FARM	[REDACTED]		Incoming	[REDACTED]	7/13/2023	Completed	[REDACTED]
Tow Receiver Fell off	Customers tow hitch came off and vehicle smacked into a pole. Advised the customer to have the dealership submit a claim to dealer support to see if this something we would consider warranty.	[REDACTED]	[REDACTED]		Incoming	[REDACTED]	8/17/2022	Completed	[REDACTED]

Cases

Title	Created On	Description	Status	Owner	Origin	Case Number	Customer
90 day follow up	10/7/2022 11:04 AM		Resolved				
Hitch Plate-Waiting on estimate	9/15/2022 3:07 PM	State Farm Insurance calling in regarding a hitch that cam detached from a hitch plate while the customer was driving. Advised the called to please send me info and pictures of what has occurred.	Resolved		Phone		
initial concierge call	7/6/2022 3:25 PM		Resolved		Phone		

Emails

Subject	From	To	Regarding	Modified On
[EXTERNAL]2022 Thor Motor Coach Challenger [REDACTED]	[REDACTED]	[REDACTED]	Hitch Plate-Waiting on estimate	9/16/2022 8:17 AM
[EXTERNAL]RE: 2022 Thor Motor Coach Challenger [REDACTED]	[REDACTED]	[REDACTED]	Hitch Plate-Waiting on estimate	9/16/2022 11:05 AM
[EXTERNAL]RE: 2022 Thor Motor Coach Challenger [REDACTED]	[REDACTED]	[REDACTED]	Hitch Plate-Waiting on estimate	9/16/2022 11:30 AM
FW: [EXTERNAL]2022 Thor Motor Coach Challenger [REDACTED] TMC [REDACTED]	[REDACTED]	[REDACTED]	Hitch Plate-Waiting on estimate	9/16/2022 8:57 AM
FW: [EXTERNAL]2022 Thor Motor Coach Challenger [REDACTED] TMC [REDACTED]	[REDACTED]	[REDACTED]	Hitch Plate-Waiting on estimate	9/16/2022 8:41 AM