

Phone calls

Subject	Call Notes	Call From	Call To	Regarding	Direction	Phone Number	Date	Activity Status	Owner
Ca	frame being cracked and hitch coming off. talked to mark, mark is going to call back				Incoming		8/23/2021	Completed	
Follow up	called wanting to know if we have received info back from the manufacture of the hitch that requested. advised that he is not in today and that I am unable to view his emails. Will follow up with for resolve				Outgoing		10/22/2021	Completed	
hitch	retail called in asking what lauren found out advised no picture attached. they sent pictures now to warranty support and also they have video from blue as if need be from the 2016 system install. advise will get back as soon as the pictures are reviewed.				Incoming		11/11/2021	Completed	
Hitch	Hitch is coming off the frame. Customer states he was towing a vehicle with a tow bar and hitch came down and cracked frame on both sides of hitch. Advised customer to provide pics to see what we could do.				Incoming		8/20/2021	Completed	
HITCH QUESTIONS	Retail said hit was coming off the chassis. He wanted to have this fixed and be reimbursed by TMC. I advised the warranty was over 3 years expired and this would not be reimbursed. He said he would be on the lookout for a recall. He will take to local shop for repairs.				Incoming		8/24/2021	Completed	
Hitch/Frame Issues	Call back per client email- Upset with frame being damaged due to towing vehicle and possible safety issue that could have transpired. Advised coach is out of warranty. if she would like to submit photos regarding damages the can but no guarantee to possible reimbursements.			Hitch/Frame Issues	Outgoing		8/31/2021	Completed	

Cases

Title	Created On	Description	Status	Owner	Origin	Case Number	Customer
WARRANTY INBOX- Hitch	9/17/2021 3:43 PM		Resolved		Email		
Hitch/Frame Issues	8/31/2021 9:33 AM		Resolved		Phone		
Hitch	8/20/2021 10:09 AM		Resolved				

Emails

Subject	From	To	Regarding	Modified On
[EXTERNAL]Failed hitch [REDACTED]	[REDACTED]	[REDACTED]	Hitch	8/20/2021 10:17 AM
FW: [EXTERNAL]Thor RV problem	[REDACTED]	[REDACTED]	WARRANTY INBOX- Hitch	9/20/2021 10:47 AM
FW: [REDACTED]	[REDACTED]	[REDACTED]	Hitch/Frame Issues	8/31/2021 9:34 AM
			WARRANTY INBOX- Hitch	11/11/2021 8:35 AM
RE: [EXTERNAL]Failed hitch [REDACTED]	[REDACTED]	[REDACTED]	Hitch	8/25/2021 8:14 AM
RE: [EXTERNAL]Failed hitch [REDACTED]	[REDACTED]	[REDACTED]	Hitch	8/25/2021 12:59 PM
Re: [EXTERNAL]Failed hitch [REDACTED]	[REDACTED]	[REDACTED]	Hitch	8/25/2021 12:17 PM
RE: [EXTERNAL]Thor RV problem	[REDACTED]	[REDACTED]	Hitch/Frame Issues	8/31/2021 9:39 AM