

Frank Bobo's Wrecker Service

How Frank Bobo's Wrecker Service Quickly Settled Insurance Claims and Saved Thousands with Linxup

"When a claim was filed, being able to produce that video helped us out enormously. It was obvious what happened. The camera caught the whole thing."

ALYN SHEHEEN
Office Manager
Bobo's Wrecker Service



Company Overview

[Frank Bobo's Wrecker Service](#) has been a fixture in Rock Hill, South Carolina since 1970. What started as a local towing operation has grown into a full-service fleet serving individual customers, local businesses, government agencies, EMS fleets, and major national companies like United Rentals and Blanchard Equipment.

It's a family business through and through. Alyn Sheheen, the office manager, is family herself — she came on board three years ago to help her aunt transition into retirement. When the company acquired another local towing operation about a year ago, the fleet grew significantly. So did the job.

Today Alyn is one of the primary operators of Linxup across Bobo's fleet of heavy haulers. The vehicles are large, expensive, and on the road all day in conditions where things go wrong fast. But with help from Linxup, she's figured out how to stay ahead of it.

When the camera settles it

In the towing and recovery business, accidents happen fast and in chaotic conditions. Conflicting versions of events follow almost immediately. Bobo's has dealt with this twice and both times, the [LinxCam](#) ended the argument.

The first was a collision involving one of their big tractors. A woman ran a stop sign on the other side of a hill and by the time the driver saw her, he had barely enough time to hit the brakes. The LinxCam footage captured everything from the approach and the braking to the moment of impact. The driver had done everything right. The other party had not.



The second happened when a driver had dropped a car in a parking lot and was getting out of the vehicle at the same time another driver approached and hit the car. Again, the camera showed exactly what had happened and who had the right of way.

Without that footage, Alyn said, the outcome in both situations likely would have been different — potentially thousands of dollars in vehicle repairs and higher premiums at renewal.

The value doesn't stop at disputed claims. During Bobo's last insurance renewal process, Alyn noticed something new: every carrier they approached asked specifically whether the fleet had dash cameras. Being able to answer "yes" came with additional benefits.

"We get discounts on our premiums for having the cameras and using the footage to improve driving habits. That's becoming a lot more common in the insurance world." — Alyn Sheheen

IFTA reporting is a game changer

Ask Alyn what surprised her most about Linxup, and she doesn't hesitate.

"My IFTA reporting — oh my gosh, that's a lifesaver and game changer, honey" — Alyn Sheheen

Before Linxup, Bobo's was managing [IFTA compliance](#) manually. Drivers logged mileage by hand. The office reconciled everything in Excel, going through each qualifying truck one by one every quarter. It was time-consuming, error-prone, and burned through payroll hours. Now the report is generated automatically. **"It has saved us 100 times over in payroll hours. I just take that straight to the DMV,"** Alyn said. **"It prints exactly the report I need. The only thing I have to think about is inputting the fuel data as I get it — and that doesn't take but a quick second."** For fleets with heavy haulers crossing state lines regularly, IFTA reporting should not be overlooked.



To learn how we can help your business, visit www.linxup.com or call 1-877-732-4980



Real-time visibility keeps everyone happy

With heavy haulers on the road all day and dispatch fielding constant ETA calls, Alyn needs answers fast. [Linxup's GPS fleet tracking](#) gives her one in seconds.

"We can go right into Linxup, capture the exact address, know where they're going, and tell that customer he's on the way — or he stopped for fuel, or he's in traffic. Whatever the case is, we know." — Alyn Sheheen

Route replay has settled more than customer calls. When a dealership once claimed a car hadn't been dropped off, Bobo's pulled the footage and showed exactly when the driver arrived and completed the drop. Case closed.

The live camera view has also changed how the team handles [driver accountability](#). Alyn's aunt Tina, semi-retired but still very involved, [monitors the cameras](#) daily. When she spots a driver on their phone, she messages Alyn immediately.

"Safety is our number one priority. We tell the driver: 'We see you on your phone, get off your phone. You've got a big piece of equipment behind you.'" — Alyn Sheheen

The cameras have settled internal disputes too. When a truck bed cover flew off and a driver claimed he couldn't have prevented it, the footage showed he'd loaded it backwards.

Bobo's is straightforward with drivers about what the cameras are and [why they're there](#). The response has been mostly acceptance.



Support that shows up

Alyn credits her Linxup rep as a consistent presence throughout the relationship — from initial setup to the IFTA rollout and beyond. The garage crew that installs and updates the units even has built their own working relationship with their Linxup customer service rep.

When Bobo's rolled out IFTA reporting across their six qualifying trucks, the onboarding was seamless. That mattered. A system Alyn can trust is a system she'll actually use.

Safety is the family business

Bobo's Wrecker Service has survived and grown for over five decades by being reliable, responsive, and professional. Alyn's job is to make sure that doesn't change, and that the operation keeps up as the fleet grows and the stakes get higher.

Linxup has become part of how they deliver on that promise — protecting drivers, defending against false claims, cutting compliance headaches, and keeping customers informed in real time.

