

## Phone Calls

Subject	Call Notes	Call From	Call To	Regarding	Direction	Phone Number	Date	Activity Status	Owner
Tow Hitch	c/s that they were towing a car on unit that was underweight and the hitch came off and the vehicle came off and damaged 4 other vehicles in the process. **Creating a case and sent email for all details.	[REDACTED]	[REDACTED]	Tow Hitch	Incoming	[REDACTED]	11/16/2022	Completed	[REDACTED]

# Cases

Title	Created On	Description	Status	Owner	Origin	Case Number	Customer
Tow Hitch	11/16/2022 12:48 PM		Resolved	[REDACTED]	Phone	[REDACTED]	[REDACTED]
Warranty Items-Appointment April 17th	10/27/2022 10:01 AM		Resolved	[REDACTED]		[REDACTED]	[REDACTED]
Online Survey	9/26/2022 3:11 PM	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]
90 day follow up	2/15/2022 1:08 PM		Resolved	[REDACTED]	Phone	[REDACTED]	[REDACTED]
Online Survey	11/30/2021 8:23 AM		Resolved	[REDACTED]		[REDACTED]	[REDACTED]
Online Survey	11/29/2021 6:19 PM	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]
initial concierge call	11/11/2021 10:24 AM		Resolved	[REDACTED]	Phone	[REDACTED]	[REDACTED]
WARRANTY INBOX- Nav Code	11/8/2021 2:22 PM		Resolved	[REDACTED]	Email	[REDACTED]	[REDACTED]

