

## Phone Calls

Subject	Call Notes	Call From	Call To	Regarding	Direction	Phone Number	Date	Activity Status	Owner
Crooked hitch	Calling to speak with [REDACTED] about pictures that he sent her. Says that on the frame of where the hitch is connected is crooked.	[REDACTED]	[REDACTED]		Incoming	[REDACTED]	1/2/2022	Completed	[REDACTED]
Crooked hitch	[REDACTED] Will send that recall to cust., will also send registration info. Says frame is crooked causing hitch to be crooked, asked him to register his coach and send pics of the frame/hitch issue.	[REDACTED]	[REDACTED]	Crooked hitch	Incoming	[REDACTED]	12/28/2021	Completed	[REDACTED]
Hitch issue	Sent email with pictures. Will follow up with supervisor and call customer back before 3.	[REDACTED]	[REDACTED]	Crooked hitch	Outgoing		1/3/2022	Completed	[REDACTED]
Hitch issue	Went over the pictures with [REDACTED] and determined that this was damaged at some point. Informed the customer of this and he requested a manager call back. I let him know that our manager wasn't going to tell him anything different.	[REDACTED]	[REDACTED]	Crooked hitch	Outgoing		1/4/2022	Completed	[REDACTED]

# Cases

Title	Created On	Description	Status	Owner	Origin	Case Number	Customer
Crooked hitch	12/28/2021 2:41 PM		Resolved		Phone		
Slide Topper	9/7/2021 8:52 AM		Resolved		Phone		
Wipers	9/22/2020 4:02 PM	Wipers	Resolved		Phone		

# Emails

Subject	From	To	Regarding	Modified On
[EXTERNAL]Re: [REDACTED]	[REDACTED]	[REDACTED]	Crooked hitch	1/3/2022 2:30 PM
Thor Motor Coach info [REDACTED]	[REDACTED]	[REDACTED]	Crooked hitch	12/28/2021 2:57 PM