



13 CSA-15
July 24, 2013

TO: Service Locations

FROM: Customer Support Center

SUBJECT: **Closing Tickets within the CSC and Warranty Calls to the CSC**

SUBJECT DETAIL

Closing Tickets within the CSC

The CSC is experiencing a high call volume from service locations. Currently, a large percentage of tickets are either waiting on parts, are not being worked on, or the Shop is not responding to CSC follow ups. This delays the CSC from responding to other urgent issues in the queue.

The CSC will not keep a ticket open and follow up for the following reasons:

- **Waiting on a part to confirm a repair;** if the CSC is confident the part will resolve the issue, the ticket will be closed.
- **Shop is not responding to CSC's follow-ups (after 48 hours, but not including weekends/Holidays):** The Technician, DSM and RSM will be notified that the ticket will be closed.
- **The Technician is not working on the truck (after 48 hours, but not including weekends/Holidays):** The Technician, DSM and RSM will be notified that the ticket will be closed.
- **The truck is not in the shop.**

If suggested part(s) do not resolve an issue, or if help is needed once the Technician is working on the truck, Service Locations can call the CSC, select the existing ticket option and enter the ticket number. The caller will be sent to the person who was working on that ticket.

Warranty Calls to the CSC

Also, the CSC does not provide warranty advice. It is the Service Location's responsibility to determine whether the repair is warrantable.

Thank you for your support.

CONTACT INFORMATION

Please contact the Detroit Customer Support Center at 800-445-1980 or email csc@daimler.com if you have any questions.