13 CSA-17
August 22, 2013

TO: Service Locations

FROM: Detroit Customer Support Center

SUBJECT: **CSC Information Request Guidelines**

GENERAL INFORMATION
Voice mails and e-mails with limited or vague information will no longer be processed by the Detroit™ Customer Support Center (CSC). Callers that have not performed any troubleshooting will be directed to PSL for troubleshooting procedures. Inquiries will be handled in the order in which they are received.

The following information is required for live calls, e-mails and voice mails:

- Dealer/Distributor Location Name and Code
- Contact Name and E-mail address
- Phone Number
- Fleet or Owner Name
- Fleet Unit Number
- Engine Serial Number
- Last 6 digits of the VIN
- Mileage
- Complaint Detail and Codes
- Troubleshooting Completed

When e-mailing the CSC, use the request forms available in DDCSN (select the Support Tab, Customer Support Center link—request forms are bulleted on the left).

Providing clear, concise and complete information is the key to allowing the CSC to provide the best service to customers.

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