



14 CSA-24
November 19, 2014

TO: Service Locations

FROM: Detroit - Customer Support Center

SUBJECT: **Holiday Schedule for the Detroit Customer Support Center –
Between Christmas and New Years**

GENERAL INFORMATION

Following is the schedule for the Detroit Customer Support Center (CSC). Please note that normal schedules will resume on Saturday, January 3, 2015. **Any urgent issue should be addressed via a CSC request or email.**

Detroit Customer Support:

- 800-445-1980 – CSC Main
- 855-253-0423 – CSC Software Support
- 855-253-0420 – CSC Virtual Technician & Up and Running
- 855-253-0427 – Detroit Axle Support
- 855-253-0428 – Detroit Transmission Support
- 855-639-8682 – Option 3 – GHG14 Engine Support

(Changes to normal business hours are noted. The CSC will be operating during the holiday with reduced staff. Your cooperation in holding off on non-urgent issues until Monday, January 5, 2015 will be appreciated.)

Christmas and New Year Holiday	
Tuesday, December 23, 2014	Closing at 11:59 pm Eastern Time
Wednesday, December 24, 2014	Closed
Thursday, December 25, 2014	Closed
Friday, December 26, 2014	8:00 am – 8:00 pm Eastern Time
Saturday, December 27, 2014	6:00 am – 6:00 pm Eastern Time
Sunday, December 28, 2014	6:00 am – 6:00 pm Eastern Time
Monday, December 29, 2014	8:00 am – 8:00 pm Eastern Time
Tuesday, December 30, 2014	8:00 am – 8:00 pm Eastern Time
Wednesday, December 31, 2014	Closed
Thursday, January 1, 2015	Closed
Friday, January 2, 2015	8:00 am – 8:00 pm Eastern Time
Saturday, January 3, 2015	Normal schedule resumes: 6:00 am EST

We wish you a very happy and safe holiday season!

CONTACT INFORMATION

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