



No.: 14 CSA-21
October 14, 2014

TO: Service Locations
FROM: Detroit - Customer Support Center
SUBJECT: **Holiday Schedule for the Detroit Customer Support Center – Thanksgiving**

GENERAL INFORMATION

Following is the schedule for the Detroit Customer Support Center (CSC). Please note that normal schedules will resume on Saturday, November 29, 2014. **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, December 1, 2014 will be appreciated.)

Thanksgiving	
Wednesday, November 26, 2014	Closing at 11:59 pm Eastern Time
Thursday, November 27, 2014	Closed
Friday, November 28, 2014	8:00 am – 8:00 pm Eastern Time
Saturday, November 29, 2014	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 via email at csc@daimler.com if you have any questions.