



15 CSA-4
March 16, 2015

TO: Service Locations

FROM: Detroit - Customer Support Center

SUBJECT: **Holiday Schedule for the Detroit Customer Support Center –
Good Friday and Easter**

GENERAL INFORMATION

Following is the schedule for the Detroit Customer Support Center (CSC). Please note that normal schedules will resume on Monday, April 6, 2015. Urgent issues should be submitted online.

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 Easter holiday with reduced staff. Your cooperation in holding off on non-urgent issues until Monday, April 6, 2015 will be appreciated.)

Thursday, April 2, 2015	Closing at 11:59 pm Eastern Time
Friday, April 3, 2015	8:00 am – 8:00 pm Eastern Time
Saturday, April 4, 2015	6:00 am – 6:00 pm Eastern Time
Sunday, April 5, 2015	CLOSED
Monday, April 6, 2015	Normal schedule resumes: 6:00 am Eastern Time

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.