



No.: 16 CSA-25
December 14, 2016

TO: Service Locations

FROM: Detroit - Customer Support Center

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

GENERAL INFORMATION

Following is the schedule for the Detroit Customer Support Center (CSC). Please note that normal schedules will resume on Monday, January 2, 2017 at 6:00 am EST. **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 holidays with reduced staff. Your cooperation in holding off on non-urgent issues until Monday, January 2, 2017 will be appreciated.)

Friday, December 23, 2016	Phones shut off at 11:59 pm EST
Saturday, December 24, 2016	CSC phones off the entire day
Sunday, December 25, 2016	CSC phones off the entire day
Monday, December 26, 2016	CSC phones are on 8:00 am – 8:00 pm EST
Tuesday, December 27, 2016	CSC phones are on 8:00 am – 8:00 pm EST
Wednesday, December 28, 2016	CSC phones are on 8:00 am – 8:00 pm EST
Thursday, December 29, 2016	CSC phones are on 8:00 am – 8:00 pm EST
Friday, December 30, 2016	CSC phones are on 8:00 am – 8:00 pm EST
Saturday, December 31, 2016	CSC phones off the entire day
Sunday, January 1, 2017	CSC phones off the entire day
Monday, January 2, 2017	CSC phones turn on at 6:00 am EST: Normal schedule resumes

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.