



**No.: 17 CSA-23**  
December 7, 2017

TO: Service Locations  
FROM: Detroit - Customer Support Center  
SUBJECT: **Detroit CSC closed December 14, 2017 from 11:15 am - 1:15 pm Eastern Time**

### **GENERAL INFORMATION**

The Detroit Customer Support Center (CSC) employees will be participating in a large team event Thursday, December 14, 2017 as part of our ongoing efforts to enhance business practices. As a result, the phones will be off from 11:15 am to 1:15 pm Eastern Time on that day and there may be a slower response time for tickets submitted online during this time.

We thank you in advance for consideration of and patience with the CSC team. We'll do our best to respond in a timely manner when the team returns to the office.

We will resume normal business hours on Thursday, December 14<sup>th</sup> at 1:15 pm.

**Please make a note of this change and alert those affected. Thank you.**

**Detroit Customer Support:** [CSC@Daimler.com](mailto:CSC@Daimler.com)

- 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 – New Cascadia

### **CONTACT INFORMATION**

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