



No.: 17 CSA-24
December 14, 2017

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 Tuesday, January 2, 2018 at 6:00 am Eastern Time. **Any urgent issue should be addressed via a CSC online 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 – New Cascadia

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 Tuesday, January 2, 2018 will be appreciated.

CSC Holiday Hours	
Saturday, December 23, 2017	Phones shut off at 6:00 pm Eastern Time
Sunday, December 24, 2017	Closed
Monday, December 25, 2017	Closed
Tuesday, December 26, 2017	CSC phones are on 8:00 am – 8:00 pm Eastern Time
Wednesday, December 27, 2017	CSC phones are on 8:00 am – 8:00 pm Eastern Time
Thursday, December 28, 2017	CSC phones are on 8:00 am – 8:00 pm Eastern Time
Friday, December 29, 2017	CSC phones are on 8:00 am – 8:00 pm Eastern Time
Saturday, December 30, 2017	CSC phones are on 6:00 am – 6:00 pm Eastern Time
Sunday, December 31, 2017	Closed
Monday, January 1, 2018	Closed
Tuesday, January 2, 2018	CSC phones turn on at 6:00 am Eastern Time: 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.