



No: 17 CSA-20
November 9, 2017

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 25, 2017 at 6:00am EST. **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 Thanksgiving holiday with reduced staff. Your cooperation in holding off on non-urgent issues until Saturday, November 25, 2017 will be appreciated.)

CSC Holiday Schedule	
Wednesday, November 22, 2017	Closing at 11:59 pm Eastern Time
Thursday, November 23, 2017	CLOSED
Friday, November 24, 2017	8:00 am – 8:00 pm Eastern Time
Saturday, November 25, 2017	Normal schedule resumes: 6:00 am Eastern Time

We wish you a very happy and safe holiday!

CONTACT INFORMATION

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