



No. : 17 CSA-4
March 29, 2017

TO: Service Locations
FROM: Detroit Customer Support Center
SUBJECT: **CSC Training Class Schedule for 2017**

The Detroit CSC has a training class available in ARC for authorized service locations and DTNA employees.

The purpose of the class is to provide an understanding of CSC processes and procedures as well as enhance communication and efficiency for an improved customer experience.

The training class may include the following modules (modules are tailored to the audience):

- Detroit Diesel/CSC Overview
- Virtual Technician System Training
- Creating web-based service tickets with attachments
- Top Fault Code Troubleshooting
- Advanced Diagnostics Overview and Discussion
- Log File Interpretation
- Warranty Overview and Discussion
- Tableau Training (for DTNA employees)
- CSC Staff Introductions
- Plant Tour: Engines, Transmissions and Axles

Class registration for authorized service locations and employees:

The class registration is handled in ARC: Log into ARC/My Training/Course Catalog Search, then search 'CSC Training' in the course 'search text' box:

Course code: CSCDetroit00
Course Name: CSC Training

Class registration for authorized service locations and employees:

- ✓ *Minimum class size: A minimum of seven participants is required to hold a class. If the minimum participation number is not met, the class will be cancelled 14 days before the scheduled start date.*
- ✓ *Cost: There is a \$300.00 cancellation fee assessed (per participant) if there is a cancellation less than 14 days before the scheduled class start, or if a participant is a no show.*