



**No.: 17 TS-17Rev**  
October 3, 2017

TO: Service Locations

FROM: Detroit Customer Support Center

SUBJECT: **Instructions for CSC Diagnostic Support**

Instructions for Customer Support Center (CSC) diagnostic support were originally referenced in 14 CSA-17. However, 14 CSA-17 has been revised to focus on creating a web ticket. This new letter is solely focused on best practices for CSC diagnostic support due to current high volume conditions.

## **ISSUE**

Delayed responses from the Detroit CSC for diagnostic assistance.

## **CAUSES**

- The addition of new products to the current Detroit Brand product line has caused increased call volumes.
- Incomplete troubleshooting/incorrect information provided – tickets lacking information needed for diagnostic support.
- Tickets created unnecessarily:
  - PSL, DDEC reports and/or log files provide enough information to self-diagnose the repair
  - Using the CSC ticket for Warranty claim documentation (i.e., Aftertreatment)

## **REQUIRED ACTION**

It is the CSC's desire and commitment to provide world class support for the timely resolution of issues presented for Detroit brand products. We will use all means at our disposal provided we are given accurate and precise information and receive all requested documentation and files from Detroit-supported tools and services.

The following actions are required prior to contacting the CSC for assistance:

1. Obtain a precise, accurate and detailed explanation of the issue from the fleet/driver/owner. (In-depth issue documentation reduces misdiagnoses and misdirection to the repair technician).
2. Consult ALL available diagnostic aides and publications in PSL, DDCSN, DiagnosticLink<sup>®</sup>, Service Solutions and Detroit approved WEB-based forums for related information and repair solutions.
3. If your shop has a local Dealer/Distributor Trainer available, review the issue with the Trainer, if necessary.
4. Consult with local sister branches, if applicable, for their related experiences with similar issues.

If NO resolution has been reached up to this point, please have results of all actions taken by all associated technicians organized for interaction with the Detroit Customer Support Center.

The Customer Support Center:

- Requires service locations to share knowledge within their location before requesting assistance. The CSC cannot support technician training through ticket interactions. (Web tickets lacking ALL required items will be closed.)
- Encourages checking SSI for ticket note log updates rather than calling.
- Is used for assistance with undocumented issues, NOT step-by-step repair direction. ALL such interactions will be communicated to the DSM. SSI ratings may be affected.
- Is NOT to be utilized to verify a suspected repair path, authorize a repair path, document repair steps for warranty claims, approve a repair for warranty, deny warranty on a repair, review ANY warranty claims, and settle ANY disputes between the repair facility or prior repairing facility and the fleet/owner.

The Detroit CSC has taken numerous steps to streamline the ticket process over the last several years. Following are some commonly referenced CSA/WO letters:

1. Creating a Service Web Ticket with the Detroit CSC: [See 14 CSA-17Rev](#)
2. Method for Uploading Diagnostic Log files for CSC evaluation: [See 14 CSA-16Rev](#)
3. Email status change updates for tickets: [See 15 CSA-8](#)
4. Adding attachments to an existing ticket: [See 15 CSA-10Rev](#)
5. Dealer access to obtaining back door passwords: [See 15 CSA-3](#)
6. Warranty related questions: Contact the Warranty Support Center: [See 14 WO-2](#)

Thank you for your support.