



No.: 18 CSA-5

March 23, 2018

TO: Service Locations

FROM: Detroit - Customer Support Center

SUBJECT: **Holiday Schedule for the Detroit Customer Support Center –
Between Good Friday and Easter**

GENERAL INFORMATION

Following is the schedule for the Detroit Customer Support Center (CSC). Please note that normal schedules will resume on Monday, April 2, 2018. **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 holiday with reduced staff. Your cooperation in holding off on non-urgent issues until Monday, April 2, 2018 will be appreciated.

Good Friday and Easter Holiday	
Thursday, March 29, 2018	Closing at 11:59 pm Eastern Time
Friday, March 30, 2018	8:00 am – 8:00 pm Eastern Time
Saturday, March 31, 2018	6:00 am – 6:00 pm Eastern Time
Sunday, April 1, 2018	Closed
Monday, April 2, 2018	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.