



No.: 18 CSA-17
August 15, 2018

TO: Service Locations

FROM: Detroit - Customer Support Center

SUBJECT: **Holiday Schedule for the Detroit Customer Support Center – Labor Day**

GENERAL INFORMATION

Following is the Labor Day holiday schedule for the Detroit Customer Support Center (CSC). Please note that normal schedules will resume on Tuesday, September 4, 2018.

In addition, the CSC phones will be off on Tuesday, August 28, 2018 from 11:00 am to 4:30 pm Eastern time for a large team event. **Urgent issues should be addressed via CSC online request or email during this time.**

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 Technical Support

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 Tuesday, September 4, 2018 will be appreciated.

Changed Hours of Operation	
Tuesday, August 28, 2018	Closing at 11:00 am Eastern Time
Tuesday, August 28, 2018	Normal schedule resumes: 4:30 pm Eastern Time
Sunday, September 2, 2018	Closing at 11:59 pm Eastern Time
Monday, September 3, 2018	Closed
Tuesday, September 4, 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.