



No.: 18 CSA-24
December 4, 2018

TO: Service Locations

FROM: Detroit - Customer Support Center

SUBJECT: **Detroit CSC closed December 7, 2018 from 12:45 pm - 3:15 pm Eastern Time**

GENERAL INFORMATION

The Detroit Customer Support Center (CSC) employees will be participating in a large team event Friday, December 7, 2018 as part of our ongoing efforts to enhance business practices. As a result, the phones will be off from 12:45 pm to 3:15 pm Eastern Time and there may be a slower response time for tickets submitted online during this time.

We thank you in advance for consideration of and patience with the CSC team. We'll do our best to respond in a timely manner when the team returns to the office.

We will resume normal business hours on Friday, December 7th at 3:15 pm.

Please make a note of this change and alert those affected. Thank you.

Detroit Customer Support: CSC@Daimler.com

- 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

CONTACT INFORMATION

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