



Warranty Information

General Communication

Number: VWC-12-25

Subject: Volkswagen Warranty Helpline 2012 Holiday Hours of Operation (US Dealers Only)

Date: Nov. 13, 2012

This document conveys Volkswagen Warranty general information.

Attention: All Dealership Personnel

Subject: Volkswagen Warranty Helpline hours of operation during the 2012 holiday season

During the 2012 holidays, the Volkswagen Warranty Helpline schedule will be as follows:

Date	Hours (EST)
Wednesday, November 21	8 am to 4 pm
Thursday, November 22	Closed
Friday, November 23	Closed
Friday, December 7	8 am to 11 am
Friday, December 21	8 am to 3 pm
Monday, December 24	Closed
Tuesday, December 25	Closed
Wednesday, December 26	Normal Operating Hours
Thursday, December 27	Normal Operating Hours
Friday, December 28	Normal Operating Hours
Monday, December 31	Closed
Tuesday, January 1	Closed

Normal operating hours will resume on Wednesday, January 2, 2013.

Volkswagen Warranty Helpline toll-free number is: 866-306-8447

Volkswagen Warranty Helpline email address: warranty.helpline@vw.com

With best wishes for a safe and happy holiday,

Vanessa Mason

Warranty Assistance Manager