Service Information

Workshop Equipment	Number: VSE-12-18

Subject: Diagnostic Tester Software Support (DTSS) Hours of Operation – 2012 Holidays

Date: Nov. 18, 2012

During the holiday period, DTSS support of **VAS-PC** and **ODIS Service diagnostic software**, and **VAS Tester diagnostic hardware** is scheduled as follows:

US Thanksgiving

- **Closed** - Thursday November 22 and Friday November 23, 2012

Christmas & New Years

- **Closed** - Monday December 24 and Tuesday December 25, 2012.

- **Reduced Staff** - Wednesday December 26 through Friday December 28, 2012 (9:00 AM to 5:00 PM EST).

- **Closed** - Monday December 31, 2012 and Tuesday January 1, 2013.

DTSS Contact Methods:

Toll-free number: **1-888-896-1298**

Email: **software.support@vw.com**

Phone & email support at full staffing levels resumes Wednesday January 2, 2013.

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