



# Service Information

**Attention:** All United States Dealership Personnel

**Number:** VSS-12-08

**Subject:** Technician's Helpline hours of operation - 2012 holidays

**Date:** Nov 16, 2012

**During the holidays, the Volkswagen Technician's Helpline schedule will be as follows:**

- Closed Thursday November 22, 2012
- **Open** Friday November 23, 2012 from **8:00 am to 6:00 pm EST**
- **Open** Saturday November 24, 2012 from **8:00 am to 5:00 pm EST**
- **Open** Saturday December 22, 2012 from **8:00 am to 5:00 pm EST**
- Closed Monday December 24, 2012
- Closed Tuesday December 25, 2012
- **Open** December 26, 27, and 28 2012 **8:00 am to 8:00 pm EST**
  - o **Note:** *There will be a reduced staff on these days*
- **Open** Saturday December 29, 2012 from **8:00 am to 5:00 pm EST**
- Closed Monday December 31, 2012
- Closed Tuesday January 1, 2013

**Normal business hours and staffing levels will resume on Wednesday January 2, 2013.**  
**Volkswagen Technician's Helpline toll-free number: 1-800-678-2389**

Volkswagen Technicians Helpline