



Service Information

Attention: All United States Dealership Personnel

Number: VSS-12-03

Subject: 2012 / 2013 Beetle Windows – VTA Process

Date: Sept 06, 2012

All 2012 / 2013 Beetles with power window issues

- Check and Perform Technical Bulletin 2028594 (V641201) where applicable
- Check for any physical damage or obvious operational restrictions

If windows continue to have issues, please open a VTA case using concern group:

“2012 / 2013 Beetle Windows”

- You must fill in Technicians Preparedness questions accurately.
- Be sure to include in Customer Concern box:
 - Driver Window and / or Passenger Window
 - Customer Name
- Once all the information has been entered, submit the ticket.
 - (Mandatory attachments **will not** be necessary).
- Then access the ticket and close the ticket.

The Volkswagen Technicians Helpline will process the ticket once Closed.