

# Service Information



Das Auto.

**Support**

**Number: VSS-13-06**

**Subject: Pending Service Solutions Introduction**

**Date: March 25, 2013**

We are excited to introduce a new service tool to help us communicate open issues to our dealers and customers.

We developed Pending Service Solutions (PSS) to improve the customer experience for customers who have issues for which there is currently no solution. It is an enhancement of our current Technical Service Bulletin process.

The key benefits of PSS include being able to track customers and keep them informed of a pending solution. Once the solution becomes available the dealers are immediately notified.

The PSS tool will be available March 27, 2013 by clicking the link in VW Hub under related sites.

The screenshot shows the VW Hub website interface. At the top, there is a navigation bar with tabs for 'My Hub', 'Vehicle Sales', 'Certified pre-owned', 'Financial Services', 'Parts', 'Service', 'Operations', 'Academy', 'Library', and 'Dealer Council'. Below the navigation bar, a 'Welcome to your VW HUB' message is displayed, along with a 'SAGA Alert 1' notification: 'Due to maintenance, SAGA Application will unavailable on Saturday 11/17/2012 from 02:00 PM EST until'. A 'Related Sites' sidebar is highlighted with a red box, listing various links including 'Dealer Legislative Action Center', 'VW Inv Mgmt', 'My Dir Rpt & Pub', 'ServiceNet', 'ElsaWeb', 'SAGA System', 'Parts On Command', 'VCAS', 'VIN Incentive Search', 'Checkpoint Rpt (CRS)', 'GFF - Paperless', 'VW Websource', 'generationVW', 'Credit Dealer Extranet', 'Volkswagen Direct', 'Brand Store', 'DealerFirst.com', 'Customer Experience Survey Tool', 'Lead Mgmt Program', 'VW Accessories', and 'Here's THE DEAL Used Car Advance'. Other sections include 'Volkswagen Message' with an 'Update Your E-mail Address' link and 'Press Releases'.

## PSS Access

Access to PSS can be granted to dealer employees by the Dealer Administrator for VWHub.com. This is done in the same manner as granting access to other systems (e.g. ElsaWeb, Tire Store) (Figure 1).

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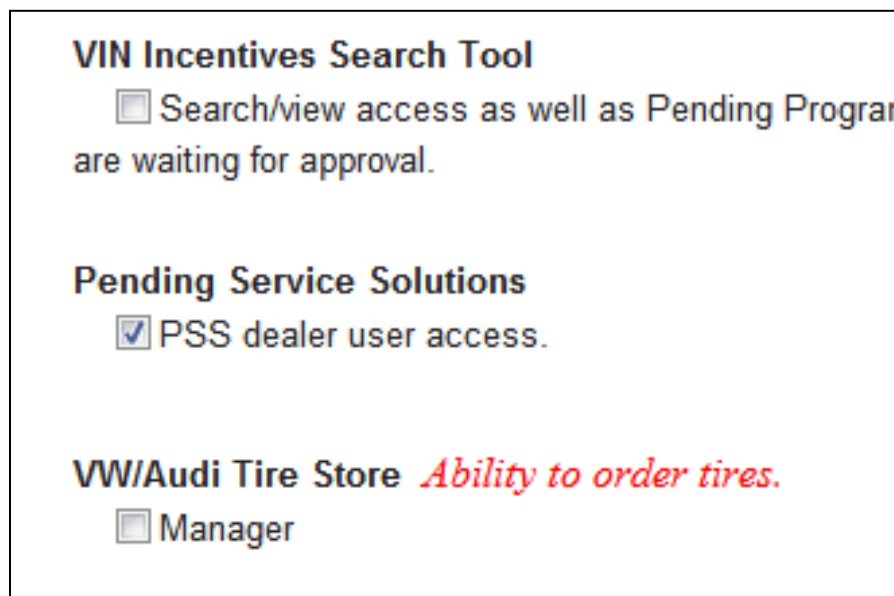


Figure 1. VWHub.com Administration screen

Topics will be added to the application and will change frequently. Please take some time out of your busy schedules to familiarize yourself with the application.

Below is the first current topic in PSS.

- 2033141/1 PSS Incorrect Glow Plug Faults

## **WBT Training**

We encourage all dealer service department personnel to take Web Based Training course 810134 in the Certification Resource Center on VWwebservice.com. We are confident that it will be another tool for ensuring customer satisfaction by keeping them informed of upcoming repair solutions. The course will give insight on how to start using PSS the Benefits and how communicate pending issues to customers.

The attached PSS help file can also be accessed in PSS on the help file tab and on Service Net.

The PSS was discussed in the March Tech Talk (800334), you can view that for more information.

## **Site Support**

**For access problems please contact the IT service desk at 248-754-4357**