



# Service Information

Support

Number: VSS-14-05

Subject: Process Change For Ordering Blocked Parts That  
Require a Call Into VW Technicians Helpline

Date: July 25, 2014

Supersedes Communication VSS-12-02 dated July 23, 2012.

Please be advised that the process for ordering blocked parts that require a call into the Volkswagen Technicians Helpline has changed.

## **Ordering Parts - Warranty or Non Warranty (over the counter sales).**

1. The Service Technician creates a VTA Ticket, calls into the Volkswagen Technicians Helpline (800) 678-2389, and is given a case code.
2. **The Service Technician must provide the case code number to the Parts Personnel**  
***(no part has been ordered at this point).***
3. The Parts Personnel calls into the Parts Specialist Team at (800) 767-6552 with the Case code number to order the part (if part is not in stock at the dealership).
4. The Parts Specialist allocates the part to the dealer.
5. The Parts Personnel enters part information into Dealer Management System (DMS) so the part is identified upon arrival at the dealership.

*For additional information, please reference Part Circular, number 05-02-2012.*