

# Service Information

## Support

Number: VSS-15-07

**Subject:** Technicians' Helpline Saturday Hours Pilot Program

**Date:** April 27, 2015

In collaboration with the National Service Advisory Council, the Technicians' Helpline will be piloting a change in Saturday business hours beginning May 2<sup>nd</sup> through June 27<sup>th</sup> of 2015. During this period the hours of operation will be 9:00am – 6:00pm EST. The Helpline will be closed for lunch from 1:00pm – 2:00pm EST.

The purpose is to provide an extra hour of service for dealer technicians in the Central, Mountain and Pacific Time zones.

While this will have an effect for dealers in the Eastern Time zone, the impact should be minimal as our data indicates very low inbound call volume during the period of 8:00am – 9:00am EST.

At the end of the pilot program we will evaluate the need to make a permanent change to Saturday business hours.

Please submit any and all inquiries, concerns or experiences to the Technicians' Helpline at [vwathelplinefeedback@vw.com](mailto:vwathelplinefeedback@vw.com)

| Current Business Hours |                                                                | Pilot Business Hours |                                                                |
|------------------------|----------------------------------------------------------------|----------------------|----------------------------------------------------------------|
| Monday – Friday        | 8:00am – 8:00pm EST                                            | Monday – Friday      | 8:00am – 8:00pm EST                                            |
| Saturday               | 8:00am – 5:00pm EST<br>Closed for lunch<br>1:00pm – 2:00pm EST | Saturday             | 9:00am – 6:00pm EST<br>Closed for lunch<br>1:00pm – 2:00pm EST |