



Volkswagen

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-17-30

Subject: Diagnostic Tester Software Support – 2017 Holiday Hours

Date: Nov. 20, 2017

The following is the DTSS coverage schedule for the upcoming holiday periods:

- **Thanksgiving:**
 - o Thursday, Nov. 23 and Friday Nov. 24: **Closed**
- **Christmas:**
 - o Monday, Dec. 25: **Closed**
 - o Tuesday, Dec. 26: **Closed**
 - o Wednesday, Dec. 27 thru Friday, Dec. 29: **Open – Reduced Staff**
- **New Year's**
 - o Monday, Jan. 1: **Closed**
 - o Tuesday, Jan. 2: **Full Staff**

Remember that many diagnostic tester software support issues are covered in our FAQ and Service Information documents posted on ServiceNet.