



Volkswagen

Warranty Information

General Communication

Number: VWC-18-10

Subject: Warranty Helpline New Feature: Virtual Hold

Date: Oct. 31, 2018

This document conveys
Volkswagen Warranty general
information.

Virtual Hold Feature

The Warranty Helpline is excited to announce a new phone feature called Virtual Hold. This added benefit allows dealers to choose a call back option instead of holding for the next Warranty Support Specialist and is designed to save the dealer's valuable time, improve the Warranty Helpline's speed to answer calls and assist in servicing dealers promptly at the busiest times of the day.

What to Expect

Virtual Hold will be available and offered between the hours of 8:00 AM to 5:00 PM ET, when call volume peaks and hold times become extended. When calling the Warranty Helpline during this time, dealers will be offered to select one of the following after being placed on hold:

- A return phone call, holding your place in line. The caller will need to enter a contact phone number to receive a call back when the next Warranty Support Specialist is available (Must be a direct line or cell phone number. Cannot be a 1-800 number) **OR**
- Continue to hold and wait for the next available Warranty Support Specialist.

Virtual Hold will make two call back attempts as soon as the next Warranty Support Specialist becomes available.

We hope Virtual Hold is utilized and found to be a useful tool in effectively managing your time when calling the Warranty Helpline.

Virtual Hold will launch Monday November 5, 2018.

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.