



Important!

Please give copies to all
your VW Technicians

Technical Bulletin

**Subject: Technician Preparation when Calling the Volkswagen
Dealer Technician's Helpline**

Group: 00

Number: 04-06

Model(s): ALL

► 2005

Date: Oct. 20, 2004

**Supersedes T.B. Group 00 number 04-04 dated May 25, 2004 due to additional Note
regarding Contact Number requirements & updated Contact form.**

Service

In order to provide the best level of Technician Helpline support, it is important to receive calls from prepared callers. Prepared callers help reduce the average time per phone call, which helps us service more Technicians in need of support.

The following list indicates the required items the Technician **MUST** have on hand when he or she calls the Helpline:

- Dealer Number
- Quality Technical Manager (QTM) name
- Repair Order (R.O.)
- 5051 / 5052 Print Out (if applicable)
- Dealer Phone Number
- Dealer Fax Number
- Vehicle Identification Number (VIN)
- Vehicle **MUST** be present in Workshop
- Condition must be verified/duplicated (if applicable)
- VESIS/ELSA must have been consulted for pertinent repair information, including Technical Bulletins, Service Circulars, etc.
- Guided Fault Finding (GFF), Guided Functions results (if applicable)
- Printouts of all applicable tests on hand
- Engine or Transmission Code (May be required in some cases)



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Note:

*Technicians who call the Technical Help Line and are not prepared as stated in this TB, **will not** receive a contact number as required in Warranty Service Circular VWA-04-08 Dated Mar. 17, 2004.*

Please pick a quiet place to call from, away from shop background noises but close to vehicle literature (VESIS).

A copy of the Dealer Technician's Helpline form is attached, please make copies of this form to use prior to calling the helpline.

Please remember, time spent gathering the information needed by the Helpline during a call to the Helpline, is time another Technician will be waiting in the Helpline call Queue. The next time, it may be you that is waiting.

The Dealer Technician's Helpline form may also be found on VESIS by clicking the "Help" Tab then selecting "Contact Us" or the "Forms" section.



English Fax 1-800-403-4710

French Fax 1-514-331-0477

Dealer Technician's Helpline Contact Form

1-800-678-2389

This form is to help you organize your thoughts before calling as well as to provide you with a record of your call. Please provide as much information as possible.

Dealer No.		Your name		Telephone	
				FAX:	
Vehicle Year and Model			VIN#	Mileage	
R.O. Number	Engine Code and ECM Part No.		Transmission Code and TCM Part No.		QTM's Name

NOTE: Please be sure to refer to Technical Bulletin 00-04-06 for detailed phone call preparation guidelines prior to calling the VW Technician's Helpline.

Symptom: _____

Technician's Findings: _____

Helpline Consultants Recommendation: _____

Record this information so that your file can be easily referenced if additional calls concerning this vehicle's symptoms are necessary

Helpline Consultants Name: _____ Contact No: _____

Date: _____ Time: _____

Notes: _____

Volkswagen of America, Inc.

Dealer Technicians Helpline

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